

Your SELECT statement is:

s improv? (4n) (processing or repair?) (2n) (time or delay?) (10n) (repair?  
or body or collision?) (3n) (shop or shops or garage? ?)

Dialog  
11/10/03  
B  
11/11/03

Items	File
----	----
2	2: INSPEC_1969-2003/Nov W1
2	6: NTIS_1964-2003/Nov W2
1	8: Ei Compendex(R)_1970-2003/Nov W1
7	9: Business & Industry(R)_Jul/1994-2003/Nov 07
3	13: BAMP_2003/Nov W1
15	15: ABI/Inform(R)_1971-2003/Nov 08
29	16: Gale Group PROMT(R)_1990-2003/Nov 07
1	18: Gale Group F&S Index(R)_1988-2003/Nov 10
33	20: Dialog Global Reporter_1997-2003/Nov 10
1	31: World Surface Coatings Abs_1976-2003/Oct
1	35: Dissertation Abs Online_1861-2003/Oct
1	40: Enviroline(R)_1975-2003/Sep
3	47: Gale Group Magazine DB(TM)_1959-2003/Nov 07
1	50: CAB Abstracts_1972-2003/Oct
3	63: Transport Res(TRIS)_1970-2003/Oct
2	75: TGG Management Contents(R)_86-2003/Nov W1
Examined 50	files
1	95: TEME-Technology & Management_1989-2003/Oct W3
1	122: Harvard Business Review_1971-2003/Oct
1	141: Readers Guide_1983-2003/Sep
Examined 100	files
48	148: Gale Group Trade & Industry DB_1976-2003/Nov 10
2	160: Gale Group PROMT(R)_1972-1989
5	180: Federal Register_1985-2003/Nov 07
2	194: FBODaily_1982/Dec-2003/Jul
1	215: ONTAP(R) ABI/INFORM(R)_
Examined 150	files
1	258: AP News Jul_2000-2003/Nov 10
6	264: DIALOG Defense Newsletters_1989-2003/Nov 10
1	266: FEDRIP_2003/Sep
1	275: Gale Group Computer DB(TM)_1983-2003/Nov 07
Examined 200	files
1	347: JAPIO_Oct 1976-2003/Jun(Updated 031006)
3	348: EUROPEAN PATENTS_1978-2003/Nov W01
11	349: PCT FULLTEXT_1979-2002/UB=20031106,UT=20031030
Examined 250	files
1	474: New York Times Abs_1969-2003/Nov 07
Examined 300	files
1	484: Periodical Abs Plustext_1986-2003/Nov W1
1	492: Arizona Repub/Phoenix Gaz_19862002/Jan 06
2	494: St LouisPost-Dispatch_1988-2003/Nov 09
1	498: Detroit Free Press_1987-2003/Nov 10
1	505: Asian Co. Profiles_2003/Oct
1	519: D&B-Duns Finan.Records Plus(TM)_2003/Sep
1	532: Bangor Daily News_1996-2003/Nov 09
1	536: (GARY) POST-TRIBUNE_1992-1999/Dec 30
5	541: SEC Online(TM) Annual Repts_1997/Sep W3
17	545: Investext(R)_1982-2003/Nov 10
Examined 350	files
3	553: Wilson Bus. Abs. FullText_1982-2003/Sep
1	560: Spokane Spokesman-Review_1994-2003/Nov 07
2	570: Gale Group MARS(R)_1984-2003/Nov 10
3	577: Roanoke Times_1992-2003/Nov 07
1	583: Gale Group Globalbase(TM)_1986-2002/Dec 13
1	609: Bridge World Markets_2000-2001/Oct 01
8	610: Business Wire_1999-2003/Nov 10
7	613: PR Newswire_1999-2003/Nov 10
Examined 400	files

1 616: Canada NewsWire\_1999-2001/Mar 09  
 3 619: Asia Intelligence Wire\_1995-2003/Nov 09  
 17 621: Gale Group New Prod. Annou. (R)\_1985-2003/Nov 10  
 1 623: Business Week\_1985-2003/Nov 07  
 5 624: McGraw-Hill Publications\_1985-2003/Nov 10  
 2 626: Bond Buyer Full Text\_1981-2003/Nov 07  
 1 633: Phil. Inquirer\_1983-2003/Nov 07  
 2 634: San Jose Mercury\_ Jun 1985-2003/Nov 08  
 6 635: Business Dateline(R)\_1985-2003/Nov 08  
 5 636: Gale Group Newsletter DB(TM)\_1987-2003/Nov 07  
 2 638: Newsday/New York Newsday\_1987-2003/Nov 08  
 1 641: Rocky Mountain News\_ Jun 1989-2003/Nov 04  
 1 642: The Charlotte Observer\_1988-2003/Nov 09  
 1 645: Contra Costa Papers\_1995- 2003/Nov 09  
 19 649: Gale Group Newswire ASAP(TM)\_2003/Nov 05

Processing

17 654: US Pat. Full. \_1976-2003/Nov 06  
 1 660: Federal News Service\_1991-2002/Jul 02  
 2 674: Computer News Fulltext\_1989-2003/Nov W1

Examined 450 files

3 702: Miami Herald\_1983-2003/Oct 24  
 2 704: (Portland) The Oregonian\_1989-2003/Nov 09  
 1 706: (New Orleans) Times Picayune\_1989-2003/Nov 10  
 1 707: The Seattle Times\_1989-2003/Nov 09  
 1 710: Times/Sun. Times (London)\_ Jun 1988-2003/Nov 08  
 3 713: Atlanta J/Const. \_1989-2003/Nov 09  
 2 714: (Baltimore) The Sun\_1990-2003/Nov 10  
 1 717: The Washington Times\_ Jun 1989-2003/Nov 07  
 2 718: Pittsburgh Post-Gazette\_ Jun 1990-2003/Nov 09  
 3 719: (Albany) The Times Union\_ Mar 1986-2003/Nov 07  
 1 722: Cincinnati/Kentucky Post\_1990-2003/Nov 08  
 2 724: (Minneapolis) Star Tribune\_1989-1996/Feb 04  
 8 727: Canadian Newspapers\_1990-2003/Nov 10  
 1 728: Asia/Pac News\_1994-2003/Nov W1  
 1 731: Philad. Dly. News\_1983- 2003/Nov 07  
 1 733: The Buffalo News\_1990- 2003/Nov 08  
 2 735: St. Petersburg Times\_1989- 2003/Nov 08  
 2 736: Seattle Post-Int. \_1990-2003/Nov 08  
 1 740: (Memphis) Comm. Appeal\_1990-2003/Nov 08  
 2 741: (Norfolk) Led./Pil. \_1990-2003/Nov 02  
 1 742: (Madison) Cap. Tim/Wi. St. J\_1990-2003/Nov 08  
 2 743: (New Jersey) The Record\_1989-2003/Nov 09

Examined 500 files

4 767: Frost & Sullivan Market Eng\_2003/Nov  
 8 781: ProQuest Newsstand\_1998-2003/Nov 10  
 8 813: PR Newswire\_1987-1999/Apr 30  
 3 990: NewsRoom Current\_2003/Nov 10  
 9 992: NewsRoom Current\_2003/Nov 06  
 4 993: NewsRoom 2002/  
 13 994: NewsRoom 2001

Examined 550 files

17 995: NewsRoom 2000

98 files have one or more items; file list includes 551 files.

Set	Items	Description
S1	225	IMPROV? (4N) (PROCESSING OR REPAIR?) (2N) (TIME OR DELAY?) (10N- ) (REPAIR? OR BODY OR COLLISION?) (3N) (SHOP OR SHOPS OR GARAGE? ?)
S2	159	RD (unique items)
S3	111	S2 AND PY<=2000
S4	72	S3 AND (VEHICLE? OR CAR OR CARS OR AUTOMOBILE? ? OR AUTO OR AUTOS OR TRUCK OR TRUCKS)
File	2:INSPEC	1969-2003/Nov W1 (c) 2003 Institution of Electrical Engineers
File	6:NTIS	1964-2003/Nov W2 (c) 2003 NTIS, Intl Cpyrght All Rights Res
File	8:Ei Compendex(R)	1970-2003/Nov W1 (c) 2003 Elsevier Eng. Info. Inc.
File	9:Business & Industry(R)	Jul/1994-2003/Nov 07 (c) 2003 Resp. DB Svcs.
File	13:BAMP	2003/Nov W1 (c) 2003 Resp. DB Svcs.
File	15:ABI/Inform(R)	1971-2003/Nov 08 (c) 2003 ProQuest Info&Learning
File	16:Gale Group PROMT(R)	1990-2003/Nov 07 (c) 2003 The Gale Group
File	18:Gale Group F&S Index(R)	1988-2003/Nov 10 (c) 2003 The Gale Group
File	20:Dialog Global Reporter	1997-2003/Nov 10 (c) 2003 The Dialog Corp.
File	31:World Surface Coatings Abs	1976-2003/Oct (c) 2003 Paint Research Assn.
File	35:Dissertation Abs Online	1861-2003/Oct (c) 2003 ProQuest Info&Learning
File	40:Enviroline(R)	1975-2003/Sep
File	47:Gale Group Magazine DB(TM)	1959-2003/Nov 07 (c) 2003 The Gale group
File	50:CAB Abstracts	1972-2003/Oct (c) 2003 CAB International
File	63:Transport Res(TRIS)	1970-2003/Oct (c) fmt only 2003 Dialog Corp.
File	75:TGG Management Contents(R)	86-2003/Nov W1 (c) 2003 The Gale Group
File	95:TEME-Technology & Management	1989-2003/Oct W3 (c) 2003 FIZ TECHNIK
File	122:Harvard Business Review	1971-2003/Oct (c) 2003 Harvard Business Review
File	141:Readers Guide	1983-2003/Sep (c) 2003 The HW Wilson Co
File	148:Gale Group Trade & Industry DB	1976-2003/Nov 10 (c) 2003 The Gale Group
File	160:Gale Group PROMT(R)	1972-1989 (c) 1999 The Gale Group
File	180:Federal Register	1985-2003/Nov 07 (c) 2003 format only The DIALOG Corp
File	194:FBODaily	1982/Dec-2003/Jul (c) format only 2003 The Dialog Corp.
File	215:ONTAP(R) ABI/INFORM(R)	 (c) 1999 ProQuest Info&Learning
File	258:AP News	Jul 2000-2003/Nov 10 (c) 2003 Associated Press
File	264:DIALOG Defense Newsletters	1989-2003/Nov 10 (c) 2003 The Dialog Corp.
File	266:FEDRIP	2003/Sep Comp & dist by NTIS, Intl Copyright All Rights Res
File	275:Gale Group Computer DB(TM)	1983-2003/Nov 07 (c) 2003 The Gale Group
File	347:JAPIO	Oct 1976-2003/Jun(Updated 031006) (c) 2003 JPO & JAPIO
File	348:EUROPEAN PATENTS	1978-2003/Nov W01 (c) 2003 European Patent Office
File	349:PCT FULLTEXT	1979-2002/UB=20031106,UT=20031030 (c) 2003 WIPO/Univentio

File 474:New York Times Abs 1969-2003/Nov 07  
(c) 2003 The New York Times  
File 484:Periodical Abs Plustext 1986-2003/Nov W1  
(c) 2003 ProQuest  
File 483:Newspaper Abs Daily 1986-2003/Nov 07  
(c) 2003 ProQuest Info&Learning  
File 494:St LouisPost-Dispatch 1988-2003/Nov 09  
(c) 2003 St Louis Post-Dispatch  
File 498:Detroit Free Press 1987-2003/Nov 10  
(c) 2003 Detroit Free Press Inc.  
File 505:Asian Co. Profiles 2003/Oct  
(c) 2003 FBR Bus Info Svcs  
File 519:D&B-Duns Finan.Records Plus(TM) 2003/Sep  
(c) 2003 Dun & Bradstreet  
File 532:Bangor Daily News 1996-2003/Nov 09  
(c) 2003 Bangor Daily News  
File 536:(GARY) POST-TRIBUNE 1992-1999/Dec 30  
(c) 2000 POST-TRIBUNE  
File 553:Wilson Bus. Abs. FullText 1982-2003/Sep  
(c) 2003 The HW Wilson Co  
File 560:Spokane Spokesman-Review 1994-2003/Nov 07  
(c) 2003 Spokesman-Review  
File 570:Gale Group MARS(R) 1984-2003/Nov 10  
(c) 2003 The Gale Group  
File 577:Roanoke Times 1992-2003/Nov 07  
(c) 2003 Roanoke Times  
File 583:Gale Group Globalbase(TM) 1986-2002/Dec 13  
(c) 2002 The Gale Group  
File 609:Bridge World Markets 2000-2001/Oct 01  
(c) 2001 Bridge  
File 610:Business Wire 1999-2003/Nov 10  
(c) 2003 Business Wire.  
File 613:PR Newswire 1999-2003/Nov 10  
(c) 2003 PR Newswire Association Inc

Set	Items	Description
S1	179	IMPROV?(4N) (PROCESSING OR REPAIR?) (2N) (TIME OR DELAY?) (10N- ) (REPAIR? OR BODY OR COLLISION?) (3N) (SHOP OR SHOPS OR GARAGE? ?)
S2	138	RD (unique items)
S3	91	S2 AND PY<=2000
S4	59	S3 AND (VEHICLE? ? OR CAR OR CARS OR AUTOMOBILE? ? OR AUTO OR AUTOS OR TRUCK OR TRUCKS) <i>KMC</i>
File 616:Canada NewsWire 1999-2001/Mar 09 (c) 2001 Canada NewsWire		
File 619:Asia Intelligence Wire 1995-2003/Nov 09 (c) 2003 Fin. Times Ltd		
File 621:Gale Group New Prod.Annou.(R) 1985-2003/Nov 10 (c) 2003 The Gale Group		
File 623:Business Week 1985-2003/Nov 07 (c) 2003 The McGraw-Hill Companies Inc		
File 624:McGraw-Hill Publications 1985-2003/Nov 10 (c) 2003 McGraw-Hill Co. Inc		
File 626:Bond Buyer Full Text 1981-2003/Nov 07 (c) 2003 Bond Buyer		
File 633:Phil.Inquirer 1983-2003/Nov 07 (c) 2003 Philadelphia Newspapers Inc		
File 634:San Jose Mercury Jun 1985-2003/Nov 08 (c) 2003 San Jose Mercury News		
File 635:Business Dateline(R) 1985-2003/Nov 08 (c) 2003 ProQuest Info&Learning		
File 636:Gale Group Newsletter DB(TM) 1987-2003/Nov 07 (c) 2003 The Gale Group		
File 638:Newsday/New York Newsday 1987-2003/Nov 08 (c) 2003 Newsday Inc.		
File 641:Rocky Mountain News Jun 1989-2003/Nov 04 (c) 2003 Scripps Howard News		
File 642:The Charlotte Observer 1988-2003/Nov 09 (c) 2003 Charlotte Observer		
File 645:Contra Costa Papers 1995- 2003/Nov 09 (c) 2003 Contra Costa Newspapers		
File 649:Gale Group Newswire ASAP(TM) 2003/Nov 05 (c) 2003 The Gale Group		
File 660:Federal News Service 1991-2002/Jul 02 (c) 2002 Federal News Service		
File 674:Computer News Fulltext 1989-2003/Nov W1 (c) 2003 IDG Communications		
File 702:Miami Herald 1983-2003/Oct 24 (c) 2003 The Miami Herald Publishing Co.		
File 704:(Portland)The Oregonian 1989-2003/Nov 09 (c) 2003 The Oregonian		
File 706:(New Orleans)Times Picayune 1989-2003/Nov 10 (c) 2003 Times Picayune		
File 707:The Seattle Times 1989-2003/Nov 09 (c) 2003 Seattle Times		
File 710:Times/Sun.Times(London) Jun 1988-2003/Nov 08 (c) 2003 Times Newspapers		
File 713:Atlanta J/Const. 1989-2003/Nov 09 (c) 2003 Atlanta Newspapers		
File 714:(Baltimore) The Sun 1990-2003/Nov 10 (c) 2003 Baltimore Sun		
File 717:The Washington Times Jun 1989-2003/Nov 07 (c) 2003 Washington Times		
File 718:Pittsburgh Post-Gazette Jun 1990-2003/Nov 09 (c) 2003 PG Publishing		
File 719:(Albany) The Times Union Mar 1986-2003/Nov 07 (c) 2003 Times Union		
File 722:Cincinnati/Kentucky Post 1990-2003/Nov 08 (c) 2003 The Cincinnati Post		
File 724:(Minneapolis)Star Tribune 1989-1996/Feb 04 (c) 1996 Star Tribune		
File 727:Canadian Newspapers 1990-2003/Nov 10 (c) 2003 Southam Inc.		
File 728:Asia/Pac News 1994-2003/Nov W1		

(c) 2003 Dialog Corporation  
File 731:Philad.Dly.News 1983- 2003/Nov 07  
(c) 2003 Philadelphia Newspapers Inc  
File 733:The Buffalo News 1990- 2003/Nov 08  
(c) 2003 Buffalo News  
File 735:St. Petersburg Times 1989- 2003/Nov 08  
(c) 2003 St. Petersburg Times  
File 736:Seattle Post-Int. 1990-2003/Nov 08  
(c) 2003 Seattle Post-Intelligencer  
File 740:(Memphis)Comm.Appeal 1990-2003/Nov 08  
(c) 2003 The Commercial Appeal  
File 741:(Norfolk)Led./Pil. 1990-2003/Nov 02  
(c) 2003 Virg.-Pilot/Led.-Star  
File 742:(Madison)Cap.Tim/Wi.St.J 1990-2003/Nov 08  
(c) 2003 Wisconsin St. Jrnl  
File 743:(New Jersey)The Record 1989-2003/Nov 09  
(c) 2003 No.Jersey Media G Inc  
File 767:Frost & Sullivan Market Eng 2003/Nov  
(c) 2003 Frost & Sullivan Inc.  
File 781:ProQuest Newsstand 1998-2003/Nov 10  
(c) 2003 ProQuest Info&Learning  
File 813:PR Newswire 1987-1999/Apr 30  
(c) 1999 PR Newswire Association Inc  
File 990:NewsRoom Current 2003/Nov 10  
(c) 2003 The Dialog Corp.  
File 992:NewsRoom Current 2003/Nov 06  
(c) 2003 The Dialog Corp.  
File 993:NewsRoom 2002/  
(c) 2003 The Dialog Corporation  
File 994:NewsRoom 2001  
(c) 2003 The Dialog Corporation  
File 995:NewsRoom 2000  
(c) 2003 The Dialog Corporation

Your SELECT statement is:

s Stellix and ((Akzo()Nobel) or (ADP()Collision)) and py<=2000

Items	File
-----	-----
6	16: Gale Group PROMT(R)_1990-2003/Nov 07
7	20: Dialog Global Reporter_1997-2003/Nov 10
Examined 50	files
1	88: Gale Group Business A.R.T.S._1976-2003/Nov 06
5	111: TGG Natl.Newspaper Index(SM)_1979-2003/Nov 05
Examined 100	files
8	148: Gale Group Trade & Industry DB_1976-2003/Nov 10
Examined 150	files
Examined 200	files
Examined 250	files
Examined 300	files
Examined 350	files
5	610: Business Wire_1999-2003/Nov 10
Examined 400	files
6	621: Gale Group New Prod.Annou.(R)_1985-2003/Nov 10
6	649: Gale Group Newswire ASAP(TM)_2003/Nov 05
Examined 450	files
Examined 500	files
Examined 550	files

Processing

4 995: NewsRoom 2000

9 files have one or more items; file list includes 551 files.  
One or more terms were invalid in 103 files.

Set	Items	Description
S1	48	STELLIX AND ((AKZO()NOBEL) OR (ADP()COLLISION)) AND PY<=20-
	00	
S2	9	RD (unique items) <i>-KMC</i>
File 16:	Gale Group	PROMT(R) 1990-2003/Nov 07
	(c)	2003 The Gale Group
File 20:	Dialog Global Reporter	1997-2003/Nov 10
	(c)	2003 The Dialog Corp.
File 88:	Gale Group Business A.R.T.S.	1976-2003/Nov 06
	(c)	2003 The Gale Group
File 111:	TGG Natl.Newspaper Index(SM)	1979-2003/Nov 05
	(c)	2003 The Gale Group
File 148:	Gale Group Trade & Industry DB	1976-2003/Nov 10
	(c)	2003 The Gale Group
File 610:	Business Wire	1999-2003/Nov 10
	(c)	2003 Business Wire.
File 621:	Gale Group New Prod.Annou.(R)	1985-2003/Nov 10
	(c)	2003 The Gale Group
File 649:	Gale Group Newswire ASAP(TM)	2003/Nov 05
	(c)	2003 The Gale Group
File 995:	NewsRoom	2000
	(c)	2003 The Dialog Corporation

Your SELECT statement is:

s ((measur? or track?)(5n)(production or productivity or cycle()time?  
?)(15n)(vehicle? ? or collision? ?)(2n)repair?) and py<=2000 and ((cause?  
or reason? or source?)(5n)(efficien? or inefficien? or product? or delay?))

Items	File
-----	-----

Processing

1	47: Gale Group Magazine DB(TM)_1959-2003/Nov 10
Examined 50 files	
1	88: Gale Group Business A.R.T.S._1976-2003/Nov 07
Examined 100 files	

Processing

4	148: Gale Group Trade & Industry DB_1976-2003/Nov 11
4	180: Federal Register_1985-2003/Nov 07
Examined 150 files	
Examined 200 files	
Examined 250 files	
Examined 300 files	
Examined 350 files	
Examined 400 files	

Processing

Processing

Processing

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Set	Items	Description
S1	10	((MEASUR? OR TRACK?) (5N) (PRODUCTION OR PRODUCTIVITY OR CYC- LE() TIME? ?) (15N) (VEHICLE? ? OR COLLISION? ?) (2N) REPAIR?) AND PY<=2000 AND ((CAUSE? OR REASON? OR SOURCE?) (5N) (EFFICIEN? OR INEFFICIEN? OR PRODUCT? OR DELAY?))
S2	7	RD (unique items) <i>WMC</i>
File 47:		Gale Group Magazine DB(TM) 1959-2003/Nov 10 (c) 2003 The Gale group
File 88:		Gale Group Business A.R.T.S. 1976-2003/Nov 07 (c) 2003 The Gale Group
File 148:		Gale Group Trade & Industry DB 1976-2003/Nov 11 (c) 2003 The Gale Group
File 180:		Federal Register 1985-2003/Nov 07 (c) 2003 format only The DIALOG Corp

Your SELECT statement is:

s ((collision(2n)repair?) (10n) (management (2n)system?)) and py<=2000

Items	File
-----	-----
1	9: Business & Industry(R)_Jul/1994-2003/Nov 10
1	15: ABI/Inform(R)_1971-2003/Nov 08
22	16: Gale Group PROMT(R)_1990-2003/Nov 10
1	18: Gale Group F&S Index(R)_1988-2003/Nov 11
1	19: Chem.Industry Notes_1974-2003/ISS 200345
17	20: Dialog Global Reporter_1997-2003/Nov 11
Examined 50 files	
1	111: TGG Natl.Newspaper Index(SM)_1979-2003/Nov 06
Examined 100 files	
29	148: Gale Group Trade & Industry DB_1976-2003/Nov 11
1	160: Gale Group PROMT(R)_1972-1989
Examined 150 files	
1	267: Finance & Banking Newsletters_2003/Nov 10
Examined 200 files	
1	319: Chem Bus NewsBase_1984-2003/Nov 11
Examined 250 files	
1	427: Fort Worth Star-Telegram_1993-2003/Nov 10
Examined 300 files	
5	541: SEC Online(TM) Annual Repts_1997/Sep W3
2	542: SEC Online(TM) 10-K Reports_1997/Sep W3
8	545: Investext(R)_1982-2003/Nov 11
Examined 350 files	
1	583: Gale Group Globalbase(TM)_1986-2002/Dec 13
2	608: KR/T Bus.News._1992-2003/Nov 11
8	610: Business Wire_1999-2003/Nov 11
7	613: PR Newswire_1999-2003/Nov 11
Examined 400 files	
1	616: Canada NewsWire_1999-2001/Mar 09
19	621: Gale Group New Prod.Annou.(R)_1985-2003/Nov 11
3	635: Business Dateline(R)_1985-2003/Nov 08
2	636: Gale Group Newsletter DB(TM)_1987-2003/Nov 10
1	638: Newsday/New York Newsday_1987-2003/Nov 08
1	648: TV and Radio Transcripts_1997-2003/Nov W2
22	649: Gale Group Newswire ASAP(TM)_2003/Nov 06
Examined 450 files	
1	727: Canadian Newspapers_1990-2003/Nov 11
Examined 500 files	
1	781: ProQuest Newsstand_1998-2003/Nov 11
3	810: Business Wire_1986-1999/Feb 28
9	813: PR Newswire_1987-1999/Apr 30
Examined 550 files	

Processing

>>>File 995 processing for SYSTEM? stopped at SYSTEMSOGIGANET

7 995: NewsRoom 2000

31 files have one or more items; file list includes 551 files.  
One or more terms were invalid in 108 files.

Set	Items	Description
S1	165	((COLLISION(2N)REPAIR?)(10N)(MANAGEMENT(2N)SYSTEM?)) AND P-Y<=2000
S2	53	RD (unique items)
S3	41	S2 AND PY<=1999
S4	12	S2 NOT S3
File	9:	Business & Industry(R) Jul/1994-2003/Nov 10 (c) 2003 Resp. DB Svcs.
File	15:	ABI/Inform(R) 1971-2003/Nov 08 (c) 2003 ProQuest Info&Learning
File	16:	Gale Group PROMT(R) 1990-2003/Nov 10 (c) 2003 The Gale Group
File	18:	Gale Group F&S Index(R) 1988-2003/Nov 11 (c) 2003 The Gale Group
File	19:	Chem.Industry Notes 1974-2003/ISS 200345 (c) 2003 Amer.Chem.Soc.
File	20:	Dialog Global Reporter 1997-2003/Nov 11 (c) 2003 The Dialog Corp.
File	111:	TGG Natl.Newspaper Index(SM) 1979-2003/Nov 06 (c) 2003 The Gale Group
File	148:	Gale Group Trade & Industry DB 1976-2003/Nov 11 (c)2003 The Gale Group
File	160:	Gale Group PROMT(R) 1972-1989 (c) 1999 The Gale Group
File	267:	Finance & Banking Newsletters 2003/Nov 10 (c) 2003 The Dialog Corp.
File	319:	Chem Bus NewsBase 1984-2003/Nov 11 (c) 2003 Elsevier Eng. Info. Inc.
File	427:	Fort Worth Star-Telegram 1993-2003/Nov 10 (c) 2003 Fort Worth Papers
File	583:	Gale Group Globalbase(TM) 1986-2002/Dec 13 (c) 2002 The Gale Group
File	608:	KR/T Bus.News. 1992-2003/Nov 11 (c)2003 Knight Ridder/Tribune Bus News
File	610:	Business Wire 1999-2003/Nov 11 (c) 2003 Business Wire.
File	613:	PR Newswire 1999-2003/Nov 11 (c) 2003 PR Newswire Association Inc
File	616:	Canada NewsWire 1999-2001/Mar 09 (c) 2001 Canada NewsWire
File	621:	Gale Group New Prod.Annou.(R) 1985-2003/Nov 11 (c) 2003 The Gale Group
File	635:	Business Dateline(R) 1985-2003/Nov 08 (c) 2003 ProQuest Info&Learning
File	636:	Gale Group Newsletter DB(TM) 1987-2003/Nov 10 (c) 2003 The Gale Group
File	638:	Newsday/New York Newsday 1987-2003/Nov 08 (c) 2003 Newsday Inc.
File	648:	TV and Radio Transcripts 1997-2003/Nov W2 (c) 2003 FDCH Inc.
File	649:	Gale Group Newswire ASAP(TM) 2003/Nov 06 (c) 2003 The Gale Group
File	727:	Canadian Newspapers 1990-2003/Nov 11 (c) 2003 Southam Inc.
File	781:	ProQuest Newsstand 1998-2003/Nov 11 (c) 2003 ProQuest Info&Learning
File	810:	Business Wire 1986-1999/Feb 28 (c) 1999 Business Wire
File	813:	PR Newswire 1987-1999/Apr 30 (c) 1999 PR Newswire Association Inc
File	995:	NewsRoom 2000 (c) 2003 The Dialog Corporation

Your SELECT statement is:

s (business()management()system? ?) and (status?(5n)(repair? or delay?))

	Items	File
	-----	-----
	1	15: ABI/Inform(R)_1971-2003/Nov 08
Processing		
	1	16: Gale Group PROMT(R)_1990-2003/Nov 10
Processing		
	1	20: Dialog Global Reporter_1997-2003/Nov 11
Examined	50	files
Examined	100	files
Processing		
	2	148: Gale Group Trade & Industry DB_1976-2003/Nov 11
	1	180: Federal Register_1985-2003/Nov 07
Examined	150	files
Examined	200	files
	1	349: PCT FULLTEXT_1979-2002/UB=20031106,UT=20031030
Examined	250	files
Examined	300	files
	1	484: Periodical Abs Plustext_1986-2003/Nov W1
Processing		
Examined	350	files
Examined	400	files
	1	621: Gale Group New Prod. Annou. (R)_1985-2003/Nov 11
	1	649: Gale Group Newswire ASAP(TM)_2003/Nov 06
Processing		
	2	654: US Pat.Full._1976-2003/Nov 06
Examined	450	files
Examined	500	files
Examined	550	files

10 files have one or more items; file list includes 551 files.

Set	Items	Description
S1	12	(BUSINESS()MANAGEMENT()SYSTEM? ?) AND (STATUS?(5N) (REPAIR? OR DELAY?))
S2	8	RD (unique items) <i>MMT</i>
File 15:	ABI/Inform(R)	1971-2003/Nov 08 (c) 2003 ProQuest Info&Learning
File 16:	Gale Group PROMT(R)	1990-2003/Nov 10 (c) 2003 The Gale Group
File 20:	Dialog Global Reporter	1997-2003/Nov 11 (c) 2003 The Dialog Corp.
File 148:	Gale Group Trade & Industry DB	1976-2003/Nov 11 (c)2003 The Gale Group
File 180:	Federal Register	1985-2003/Nov 07 (c) 2003 format only The DIALOG Corp
File 349:	PCT FULLTEXT	1979-2002/UB=20031106,UT=20031030 (c) 2003 WIPO/Univentio
File 484:	Periodical Abs Plustext	1986-2003/Nov W1 (c) 2003 ProQuest
File 621:	Gale Group New Prod. Annou. (R)	1985-2003/Nov 11 (c) 2003 The Gale Group
File 649:	Gale Group Newswire ASAP(TM)	2003/Nov 06 (c) 2003 The Gale Group
File 654:	US Pat. Full.	1976-2003/Nov 06 (c) Format only 2003 The Dialog Corp.
?		

Your SELECT statement is:  
s ADP() Industry() Conference?

Items	File
-----	-----
1	15: ABI/Inform(R)_1971-2003/Nov 08
1	16: Gale Group PROMT(R)_1990-2003/Nov 07
1	18: Gale Group F&S Index(R)_1988-2003/Nov 10
2	20: Dialog Global Reporter_1997-2003/Nov 10
Examined 50 files	
1	111: TGG Natl.Newspaper Index(SM)_1979-2003/Nov 05
Examined 100 files	
1	148: Gale Group Trade & Industry DB_1976-2003/Nov 10
Examined 150 files	
1	262: CBCA Fulltext_1982-2003/Nov
Examined 200 files	
Examined 250 files	
Examined 300 files	
Examined 350 files	
1	610: Business Wire_1999-2003/Nov 10
Examined 400 files	
1	621: Gale Group New Prod.Annou.(R)_1985-2003/Nov 10
1	649: Gale Group Newswire ASAP(TM)_2003/Nov 05
Examined 450 files	
Examined 500 files	
Examined 550 files	

10 files have one or more items; file list includes 551 files.

Your SELECT statement is:  
s Shoplink and ADP and repair? and py<=2000

Items	File
1	15: ABI/Inform(R)_1971-2003/Nov 08
10	16: Gale Group PROMT(R)_1990-2003/Nov 07
8	20: Dialog Global Reporter_1997-2003/Nov 10
Examined 50 files	
3	111: TGG Natl.Newspaper Index(SM)_1979-2003/Nov 05
Examined 100 files	
12	148: Gale Group Trade & Industry DB_1976-2003/Nov 10
Examined 150 files	
6	262: CBCA Fulltext_1982-2003/Nov
Examined 200 files	
Examined 250 files	
Examined 300 files	
6	541: SEC Online(TM) Annual Repts_1997/Sep W3
2	542: SEC Online(TM) 10-K Reports_1997/Sep W3
2	545: Investext(R)_1982-2003/Nov 10
Examined 350 files	
7	610: Business Wire_1999-2003/Nov 10
Examined 400 files	
10	621: Gale Group New Prod.Annou.(R)_1985-2003/Nov 10
11	649: Gale Group Newswire ASAP(TM)_2003/Nov 05
1	674: Computer News Fulltext_1989-2003/Nov W1
Examined 450 files	
Examined 500 files	
2	761: Datamonitor Market Res._1992-2003/Nov
5	810: Business Wire_1986-1999/Feb 28
Examined 550 files	
Processing	
3	995: NewsRoom 2000

16 files have one or more items; file list includes 551 files.  
One or more terms were invalid in 103 files.

Your SELECT statement is:  
s Stellix and repair? and py<=2000

Items	File
1	15: ABI/Inform(R)_1971-2003/Nov 08
7	16: Gale Group PROMT(R)_1990-2003/Nov 07
8	20: Dialog Global Reporter_1997-2003/Nov 10
Examined 50 files	
1	88: Gale Group Business A.R.T.S._1976-2003/Nov 06
5	111: TGG Natl.Newspaper Index(SM)_1979-2003/Nov 05
Examined 100 files	
9	148: Gale Group Trade & Industry DB_1976-2003/Nov 10
Examined 150 files	
1	262: CBCA Fulltext_1982-2003/Nov
Examined 200 files	
Examined 250 files	
Examined 300 files	
Examined 350 files	
6	610: Business Wire_1999-2003/Nov 10
Examined 400 files	
7	621: Gale Group New Prod.Annou.(R)_1985-2003/Nov 10
7	649: Gale Group Newswire ASAP(TM)_2003/Nov 05
Examined 450 files	
Examined 500 files	
Examined 550 files	

Processing

4 995: NewsRoom 2000

11 files have one or more items; file list includes 551 files.  
One or more terms were invalid in 103 files.

*Kniz*

Your SELECT statement is:

s (Stellix() (Pro or Essentials)) and py<=2000

Items	File
----	----
3	16: Gale Group PROMT(R)_1990-2003/Nov 10
3	20: Dialog Global Reporter_1997-2003/Nov 11
Examined 50 files	
1	88: Gale Group Business A.R.T.S._1976-2003/Nov 07
3	111: TGG Natl.Newspaper Index(SM)_1979-2003/Nov 06
Examined 100 files	
5	148: Gale Group Trade & Industry DB_1976-2003/Nov 11
Examined 150 files	
Examined 200 files	
Examined 250 files	
Examined 300 files	
Examined 350 files	
2	610: Business Wire_1999-2003/Nov 11
Examined 400 files	
3	621: Gale Group New Prod.Annou.(R)_1985-2003/Nov 11
3	649: Gale Group Newswire ASAP(TM)_2003/Nov 06
Examined 450 files	
Examined 500 files	
Examined 550 files	

Processing

3 995: NewsRoom 2000

9 files have one or more items; file list includes 551 files.  
One or more terms were invalid in 103 files.

} Kurz

Your SELECT statement is:

s ((track? or analys? or analyz? or report?)(3n)(repair?(2n)delay?)) and  
(collision? or vehicle? or auto? or car or cars) and py<=2000

Items File

-----

```
>>>File 2 processing for AUTO? stopped at AUTOQUANT
      1      2: INSPEC_1969-2003/Nov W1
>>>File 15 processing for AUTO? stopped at AUTOPARTITIONING
      2     15: ABI/Inform(R)_1971-2003/Nov 08
>>>File 16 processing for AUTO? stopped at AUTOJAR
      1     16: Gale Group PROMT(R)_1990-2003/Nov 07
Processing
>>>File 20 processing for AUTO? stopped at AUTOLIFE
      2     20: Dialog Global Reporter_1997-2003/Nov 10
>>>File 47 processing for AUTO? stopped at AUTONIOBILE
      1     47: Gale Group Magazine DB(TM)_1959-2003/Nov 07
      Examined 50 files
>>>File 88 processing for AUTO? stopped at AUTOMATICO
      1     88: Gale Group Business A.R.T.S._1976-2003/Nov 06
      Examined 100 files
>>>File 148 processing for AUTO? stopped at AUTOIC
      1    148: Gale Group Trade & Industry DB_1976-2003/Nov 10
      3    149: TGG Health&Wellness DB(SM)_1976-2003/Oct W3
     13    180: Federal Register_1985-2003/Nov 07
      Examined 150 files
      Examined 200 files
      Examined 250 files
      Examined 300 files
>>>File 484 processing for AUTO? stopped at AUTOMAZIONE
      1    484: Periodical Abs Plustext_1986-2003/Nov W1
      1    485: Accounting & Tax DB_1971-2003/Nov W1
      1    492: Arizona Repub/Phoenix Gaz_19862002/Jan 06
      1    536: (GARY) POST-TRIBUNE_1992-1999/Dec 30
      1    539: Macon Telegraph_1994-2003/Oct 21
Processing
>>>File 545 processing for AUTO? stopped at AUTOREGULAMENTACAO
      1    545: Investext(R)_1982-2003/Nov 10
      Examined 350 files
      1    553: Wilson Bus. Abs. FullText_1982-2003/Oct
      1    570: Gale Group MARS(R)_1984-2003/Nov 10
      1    608: KR/T Bus.News._1992-2003/Nov 10
      Examined 400 files
      4    634: San Jose Mercury_Jun 1985-2003/Nov 08
>>>File 636 processing for AUTO? stopped at AUTOPROLIFERATION
      1    636: Gale Group Newsletter DB(TM)_1987-2003/Nov 07
      1    637: Journal of Commerce_1986-2003/Nov 10
      1    638: Newsday/New York Newsday_1987-2003/Nov 08
      1    640: San Francisco Chronicle_1988-2003/Nov 09
      1    642: The Charlotte Observer_1988-2003/Nov 09
Processing
      1    660: Federal News Service_1991-2002/Jul 02
```

KWZ

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54 Results

Note some duplicates are not shown. See all.

\* denotes when site was updated.

## Search Results for Jan 01, 1996 - Nov 10, 2003

1996	1997	1998	1999	2000	2001	2002	2003
2 pages	4 pages	3 pages	5 pages	14 pages	13 pages	4 pages	0 pages
<a href="#">Oct 29, 1996</a> *	<a href="#">Mar 27, 1997</a> *	<a href="#">Feb 08, 1998</a> *	<a href="#">Jan 25, 1999</a> *	<a href="#">Feb 29, 2000</a> *	<a href="#">Feb 02, 2001</a>	<a href="#">Jan 24, 2002</a> *	
<a href="#">Dec 19, 1996</a> *	<a href="#">Mar 27, 1997</a> *	<a href="#">May 04, 1998</a> *	<a href="#">Feb 08, 1999</a>	<a href="#">Mar 01, 2000</a>	<a href="#">Feb 24, 2001</a>	<a href="#">May 27, 2002</a> *	
	<a href="#">Jul 23, 1997</a> *	<a href="#">Dec 12, 1998</a> *	<a href="#">Feb 18, 1999</a>	<a href="#">Apr 08, 2000</a> *	<a href="#">Mar 01, 2001</a>	<a href="#">May 30, 2002</a> *	
	<a href="#">Dec 11, 1997</a> *		<a href="#">Apr 23, 1999</a> *	<a href="#">May 11, 2000</a>	<a href="#">Mar 02, 2001</a>	<a href="#">Nov 13, 2002</a> *	
			<a href="#">Apr 29, 1999</a>	<a href="#">May 19, 2000</a>	<a href="#">Apr 01, 2001</a> *		
				<a href="#">Jun 14, 2000</a>	<a href="#">Apr 05, 2001</a>		
				<a href="#">Jun 20, 2000</a>	<a href="#">May 16, 2001</a>		
				<a href="#">Jun 21, 2000</a>	<a href="#">May 17, 2001</a>		
				<a href="#">Aug 15, 2000</a>	<a href="#">May 18, 2001</a>		
				<a href="#">Oct 08, 2000</a>	<a href="#">May 25, 2001</a>		
				<a href="#">Oct 17, 2000</a>	<a href="#">Jun 16, 2001</a>		
				<a href="#">Oct 19, 2000</a>	<a href="#">Jun 18, 2001</a>		
				<a href="#">Dec 04, 2000</a>	<a href="#">Jul 12, 2001</a> *		
				<a href="#">Dec 05, 2000</a>			

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# Great Plains Administration Department



## Our Administration Department / Welcome Area

**Our friendly welcome area is the first stop for all our valued customers. Our professional and courteous staff will find answers to all your questions concerning current and previous repairs.**

**We also have on staff three estimators using the latest in hardware and software technologies. Our premier software suite is ADP's Photolink, Shoplink, and Stellix Collision Shop Management software. Using this software and our state of the art digital cameras; vehicle images are recorded, captured, and incorporated into the repair estimate. Both the images and the estimate can be viewed simultaneously, and are sent in the same electronic folder to the insurer for approval. This saves you time because we do all the leg work and provide your insurance company with a thorough and accurate estimate.**

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[Home](#) | [Location](#) | [Tour](#) | [Examples](#) | [Warranty](#) | [Contacts](#) | [Tips](#) | [Specials](#) | [Links](#)

**For questions, comments, or suggestions about this web site please contact our [webmaster](#)**

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Family Filter: **off** [Settings](#)

## Advanced Web Search

### Build a query with...

all of these words

Stellix

this exact phrase

any of these words

and none of these words

[Basic Search](#)
**SEARCH:** ☒ Worldwide ☐ U.S. **RESULTS IN:** ☐ All languages ☒ [English, Spanish](#)
**AltaVista found 28 results** [About](#)

### FILES

... Previous FILES /etc/csh.cshrc Read first by every shell. ConvexOS, **Stellix** and Intel use /etc/cshrc and NeXTs use /etc/cshrc.std. A/UX ... etc/csh.cshrc. ConvexOS, **Stellix** and Intel use /etc ...

[www.liacs.nl/home/afddoc/Overig/tcsh/FILES.html](http://www.liacs.nl/home/afddoc/Overig/tcsh/FILES.html)

<http://ftp.lug.udel.edu/pub/OpenBSD/src/usr.s...akefile.stellix>

from: [@\(#\)Makefile.stellix 8.1 \(Berkeley\) 6/6/93 # \\$Id: Makefile.stellix,v 1.1.1.1 1995/10/18 08:47:13 deraadt Exp \\$ # Extra Makefile ... Extra Makefile definitions for STELLIX # DEBUG = #-g ...](#)  
[ftp.lug.udel.edu/pub/OpenBSD/src/usr.sbi...akefile.stellix](http://ftp.lug.udel.edu/pub/OpenBSD/src/usr.sbi...akefile.stellix)

<http://www.terraluna.org/dgp/cvswweb/amd/config/os-stellix.h>

... automounter) definitions for **Stellix**. \* From Stephen ... FS \*/ /\* #define UMOUNT\_FS (dir) umount\_fs(dir) \*/ #define NFS\_HDR "misc-stellix.h" #define UFS\_HDR "misc-stellix.h" #define M\_RDONLY ...  
[www.terraluna.org/dgp/cvswweb/amd/config/os-stellix.h](http://www.terraluna.org/dgp/cvswweb/amd/config/os-stellix.h)  
[More pages from www.terraluna.org](#)

[http://www.utdallas.edu/~cantrell/ee6345/4\\_4B...nfig/os-stell.h](http://www.utdallas.edu/~cantrell/ee6345/4_4B...nfig/os-stell.h)

... definitions for **Stellix**. \* From Stephen C. Pope \* \* \$ ... FS \*/ /\* #define UMOUNT\_FS (dir) umount\_fs(dir) \*/ #define NFS\_HDR "misc-stellix.h" #define UFS\_HDR "misc-stellix.h" #define M\_RDONLY ...  
[www.utdallas.edu/~cantrell/ee6345/4\\_4BSD...nfig/os-stell.h](http://www.utdallas.edu/~cantrell/ee6345/4_4BSD...nfig/os-stell.h)  
[More pages from www.utdallas.edu](#)

[http://www.utdallas.edu/~cantrell/ee6345/4\\_4B...nfig/mountste.c](http://www.utdallas.edu/~cantrell/ee6345/4_4B...nfig/mountste.c)

... THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF \* SUCH DAMAGE. \* \* [@\(#\)mount\\_stellix.c 8.1 \(Berkeley\) 6/6/93 \\*/ /\\* \\* IRIX Mount helper \\*/ #include "misc-stellix.h" /\\* \\* Map from conventional ...](#)  
[www.utdallas.edu/~cantrell/ee6345/4\\_4BSD...nfig/mountste.c](http://www.utdallas.edu/~cantrell/ee6345/4_4BSD...nfig/mountste.c)

### Welcome Area

... in hardware and software technologies. Our premier software suite is ADP's Photolink, Shoplink, and **Stellix** Collision Shop Management software. Using this software and our state of the art digital ...

[www.greatplainsautobody.com/pages/Frames/tourfnt.htm](http://www.greatplainsautobody.com/pages/Frames/tourfnt.htm)

### UNIX FAQ Version 2.1 92/12/04 -- Question 6.7

... I doubt all of following are Unices -- input is welcome. RTU (Concurrent), for 68K boxes **Stellix** (Stardent); it's Unix, but is it real-time? Velocity (Ready Systems): VxWorks (Wind River Systems ...

mist.npl.washington.edu/faq/unix-FAQ-6-7.html

### AutoInc.'s Ninth Annual Management System Software Guide

... com Winworks Software (800) 946-9675 [www.winworks.com](http://www.winworks.com) Collision Software ADP and Akzo Nobel (888) **STELLIX** [www.csg.adp.com](http://www.csg.adp.com) Applied Computer Resources (800) 922-2378 CCC Information Services, Inc ...  
[www.asashop.org/autoinc/july99/directory.htm](http://www.asashop.org/autoinc/july99/directory.htm)  
More pages from [www.asashop.org](http://www.asashop.org)

### SAL- Programming - Other Graphic Libraries - AGL

... Targeted Platforms: Apollo/AEGIS/Unix, HP/UX, Linux, MS-DOS (vers. 3.20 and up), Solaris, **Stellix** (Stellar Unix), Sun OS (Unix BSD 4.2), Ultrix (DEC Unix), VAX/VMS.  
Software/Hardware Requirements ...  
[cheminfo.pku.edu.cn/mirrors/SAL/F/4/AGL.html](http://cheminfo.pku.edu.cn/mirrors/SAL/F/4/AGL.html)

<http://seagull.cc.ku.edu/pub/bsd/netbsd/NetBSD-.../fix-amd-map.in>

... irix4 irix5 isc3 # linux mach2 mach3 netbsd news4 next osf1 pyrOSx riscix riscos # rtu6  
sos3 sos4 sos5 **stellix** svr4 u2\_2 u3\_0 u4\_0 u4\_2 u4\_3 u4\_4 # umax43 utek utx32  
xinu43 # %mappings = ( "sos4 ...  
[seagull.cc.ku.edu/pub/bsd/netbsd/NetBSD-.../fix-amd-map.in](http://seagull.cc.ku.edu/pub/bsd/netbsd/NetBSD-.../fix-amd-map.in)

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**Result Pages: 1 2 3 Next >>**

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### ☒ Build a query with...

all of these words

this exact phrase

any of these words

and none of these words

[Basic Search](#)

### ☐ Search with...

this boolean expression

sorted by

Use terms such as AND, OR,  
AND NOT, NEAR

Pages with these words  
will be ranked highest.

**SEARCH:** ☒ Worldwide ☐ U.S. **RESULTS IN:** ☐ All languages ☒ [English, Spanish](#)

**Date:**

☐ by timeframe:

☒ by date range:  to  (dd/mm/yy)

**File type:**

All file types ▾

**Location:**☒ by domain:  [Domain/Country Code Index](#)☐ only this host or URL: http:// **Display:**☒ site collapse (on/off) [What is this?](#) ▾ results per page[Clear Settings](#)Try your search on [Lycos](#)Get the [AltaVista Toolbar](#).[Business Services](#) [Submit a Site](#) [About AltaVista](#) [Help](#)

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\* denotes when site was updated.

**Search Results for Jan 01, 1996 - Nov 10, 2003**

1996	1997	1998	1999	2000	2001	2002	2003
0 pages	0 pages	0 pages	0 pages	0 pages	3 pages	5 pages	0 pages
					<a href="#">Oct 23, 2001</a> *	<a href="#">Jan 20, 2002</a>	
					<a href="#">Nov 29, 2001</a> *	<a href="#">Jan 26, 2002</a>	
					<a href="#">Dec 25, 2001</a>	<a href="#">Feb 04, 2002</a>	
						<a href="#">May 27, 2002</a>	
						<a href="#">May 28, 2002</a>	

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\* denotes when site was updated.

**Search Results for Jan 01, 1996 - Nov 10, 2003**

1996	1997	1998	1999	2000	2001	2002	2003
0 pages	0 pages	3 pages	6 pages	19 pages	15 pages	3 pages	0 pages
		<a href="#">Dec 03, 1998</a> *	<a href="#">Jan 25, 1999</a> *	<a href="#">Feb 29, 2000</a> *	<a href="#">Feb 01, 2001</a>	<a href="#">Jan 23, 2002</a>	
		<a href="#">Dec 06, 1998</a>	<a href="#">Feb 08, 1999</a>	<a href="#">Mar 01, 2000</a>	<a href="#">Feb 02, 2001</a>	<a href="#">Jan 24, 2002</a>	
		<a href="#">Dec 12, 1998</a>	<a href="#">Feb 20, 1999</a>	<a href="#">Mar 02, 2000</a>	<a href="#">Feb 08, 2001</a>	<a href="#">Feb 12, 2002</a>	
			<a href="#">Apr 23, 1999</a>	<a href="#">Apr 08, 2000</a>	<a href="#">Mar 01, 2001</a>		
			<a href="#">Apr 27, 1999</a>	<a href="#">May 10, 2000</a>	<a href="#">Mar 02, 2001</a>		
			<a href="#">Apr 30, 1999</a>	<a href="#">May 19, 2000</a>	<a href="#">Mar 31, 2001</a>		
				<a href="#">Jun 11, 2000</a>	<a href="#">Apr 04, 2001</a>		
				<a href="#">Jun 19, 2000</a>	<a href="#">Apr 18, 2001</a>		
				<a href="#">Jun 20, 2000</a>	<a href="#">May 06, 2001</a>		
				<a href="#">Jun 21, 2000</a>	<a href="#">May 15, 2001</a>		
				<a href="#">Jul 06, 2000</a>	<a href="#">Jun 20, 2001</a>		
				<a href="#">Aug 16, 2000</a>	<a href="#">Aug 07, 2001</a>		
				<a href="#">Aug 24, 2000</a>	<a href="#">Oct 16, 2001</a> *		
				<a href="#">Oct 01, 2000</a>	<a href="#">Dec 02, 2001</a> *		
				<a href="#">Oct 17, 2000</a>	<a href="#">Dec 07, 2001</a>		
				<a href="#">Oct 19, 2000</a>			
				<a href="#">Dec 02, 2000</a>			
				<a href="#">Dec 04, 2000</a>			
				<a href="#">Dec 16, 2000</a>			

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[Advanced Search](#)[Preferences](#)[Language Tools](#)[Search Tips](#)[Web](#) - [Images](#) - [Groups](#) - [Directory](#) - [News](#)Searched the web for **Stellix repair delay**.Results **1 - 2** of **2**. Search took **0.37** seconds.**[PDF] Stellix**File Format: PDF/Adobe Acrobat - [View as HTML](#)... QA inspection s Payment Report s Reasons/**Delay** s Vehicles ... Going Out s Sales and Analysis  
s **Repair** Order Activity ... **S S E N T I A L S Stellix POWERFUL • PROVEN** ...[www.adpclaims.com/images/StellixBrochure.pdf](http://www.adpclaims.com/images/StellixBrochure.pdf) - [Similar pages](#)**[PS] BOOK\_3 : Title\_3.doc 1 Mon Feb 3 16:54:46 1997**File Format: Adobe PostScript - [View as Text](#)... SYNOPSIS. ps [afmnostxFT] [ r [ **delay** ] ] [ -p pid ] [ -u uid ] [ -g pgrp  
] DESCRIPTION. ... pgrp. r **delay** Tells ps to indefinitely repeat. The ...[mvddaq.desy.de/lynxos\\_doc/0170\\_REF/0170.PS](http://mvddaq.desy.de/lynxos_doc/0170_REF/0170.PS) - [Similar pages](#)[Search within results](#)Dissatisfied with your search results? [Help us improve.](#)Get the [Google Toolbar](#):[Google Home](#) - [Advertise with Us](#) - [Business Solutions](#) - [Services & Tools](#) - [Jobs, Press, & Help](#)

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## Repairers: ADP's Solutions

- Collision Repair Services

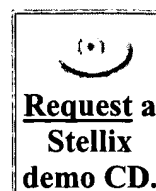
### Products

- Automated Estimating
- Database
- Management System
- Digital Imaging
- Computer Systems
- Parts Locators

# Stellix™

## Powerful Management Made Easy

Stellix management software from ADP and Akzo Nobel, gives you better control over your entire operation. It provides tools that make it easy to analyze and manage critical areas such as workflow, parts management, and profits. Choose from two levels of functionality: Stellix Essentials for growing body shops needing up to three users on the system, and Stellix Pro with additional features to meet the demands of high-volume shops.



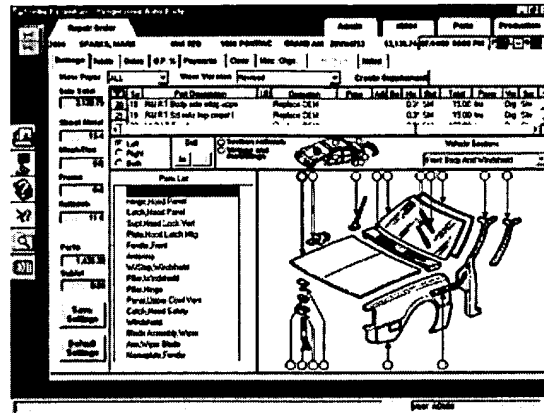
## Stellix Essentials

Stellix Essentials places the power of a high-end management system into an affordable and user-friendly package. It is laid out with tabs and pages that make it easy to find critical information. Stellix Essentials improves your facility's performance by reducing cumbersome manual processes and streamlining operations. It's fully upgradable so you can add features as needed and step up to the increased functionality of Stellix Pro when you're ready.

Order Number	Customer	Est.	Est. Date	Order Type	Status	Manager	Location	Date
3000	HOLMES, LAURA	MS	1/24/03	1998 FORD RANGER	9/23/04	3545.48	Active	1/24/03
3001	GLANVILLE, NADIA	DM	1/24/03	1998 NISSAN 300ZX	3/2/04	1162.54	Open	1/24/03
3002	ONE, KIM	DM	1/24/03	1998 MERCEDES E320	3/2/04	3057.23	Active	1/24/03
3003	CLAYTON, JERRY	DM	1/24/03	1998 PORSCHE 911	3/2/04	5281.93	Active	1/24/03
3004	RAYMOND, RICHARD	DM	1/24/03	1998 CHEVROLET CORVETTE	3/2/04	1297.48	Open	1/24/03
3005	TANAKA, HIRO	DM	1/24/03	1998 MERCEDES 190E	3/2/04	2112.71	Active	1/24/03
3006	MOON, HADDAH, HALDI	DM	1/24/03	1998 LEXUS ES300	3/2/04	4485.11	Open	1/24/03
3007	HEWELL, JILL	MS	1/24/03	1998 TOYOTA COROLLA	3/2/04	374.88	Open	1/24/03
3008	CHWY, PAUL	MS	1/24/03	1998 CHEVROLET CORVETTE	3/2/04	438.88	Open	1/24/03
3009	GLANTZ, DANIEL	DM	1/24/03	1998 FORD MUSTANG	3/2/04	1389.83	Open	1/24/03
3010	HELER, DANIEL	MS	1/24/03	1998 ELAN	3/2/04	1889.83	Open	1/24/03
3011	MARTIN, RED	MS	1/24/03	1998 FORD LINCOLN	3/2/04	1153.54	Active	1/24/03
3012	SMITH, WILLIAM	MS	1/24/03	1998 MERCEDES E320	3/2/04	4289.83	Open	1/24/03
3013	SMITH, SCOTT	MS	1/24/03	1998 MERCEDES E320	3/2/04	1788.88	Open	1/24/03
3014	ROSEMAN, DAVID	DM	1/24/03	1998 TOYOTA CELICA	3/2/04	3116.38	Open	1/24/03
3015	SPINA, ANTHONY	MS	1/24/03	1998 NISSAN MAXIMA	3/2/04	3223.27	Open	1/24/03
3016	SMITH, HARRY	DM	1/24/03	1998 OLDSMOBILE ACHIEVA	3/2/04	2618.38	Open	1/24/03

The Global Status View gives you a complete picture of your entire Repair Order workflow from a single screen.

- Instantly know the status of each repair
- Track technician efficiency
- Track estimator efficiency
- Improve parts management
- Job cost in real time
- Generate meaningful reports on any key operational area of your shop

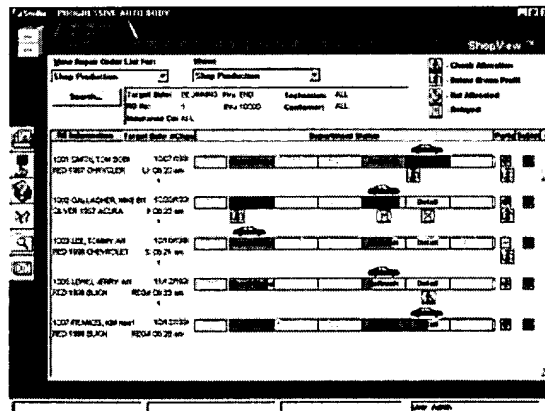


The Damages Page shows a detailed breakdown of the repair.

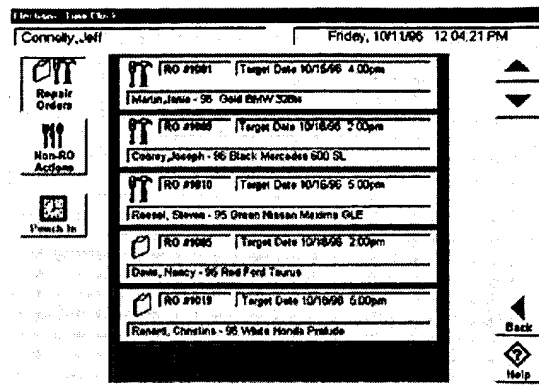
## Stellix Pro

Stellix Pro is the most comprehensive management program available in the collision repair industry. Building upon the powerful yet easy-to-use tools in the Stellix Essentials system, it contains additional features such as:

- Electronic time clock
- Fully automated and certified Dealer Interface
- Easy integration with Shoplink
- A Shop Production screen that shows the status of every repair order



The Shop Production screen shows you exactly where a vehicle is in the repair process at any given moment.



As technicians punch in and out on the Electronic Time Clock, information is instantly updated throughout the system.

## Stellix Scheduling module

Stellix Scheduling, available as a supplement to Stellix Pro, enables you to quickly and easily schedule customers. It shows what jobs are coming in, what jobs are in progress, and what jobs are going out. You get a quick, by-the-week glance at your shop's capacity.

For more information on Stellix, please see the following press releases:

- [ADP Collision Repair Services and Akzo Nobel Release Stellix™ Pro 3.0 With Breakthrough Features and Unsurpassed Ease-of-Use](#)
- [ADP Collision Repair Services Expands Shop Management System Line with Release of Stellix™ Essentials](#)
- [ADP Collision Repair Services and Akzo Nobel Release Stellix Pro 3.1, Easy-to-Use Scheduling Module](#)

or please email us [demos@sr.csg.com](mailto:demos@sr.csg.com), or call 1-800-LinkADP

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## TAKE A FRESH LOOK AT YOUR BUSINESS

### WORLD CLASS

#### SERVICE AND SUPPORT

The more you understand about the operations of your ADP systems, the greater your advantage. Our carefully designed support and training network guarantees the personal attention you need to maximize the benefits ADP's products offer your business. Experienced collision repair specialists will expedite solutions for your technical needs. Their proven expertise with estimating and management systems, and their ability to quickly size up your unique requirements ensure a prompt resolution of your collision repair system challenges.

### EASY TO LEARN

Using Stellix Essentials is a snap. And ADP's Computer-Based Training (CBT) helps even first-time computer users get up to speed fast with Stellix Essentials. An interactive, multi-media training system CBT mirrors "live" operation for the software's basic modules. Access it right from your Stellix Essentials CD, so you can work with the system at your own pace and learn when it's most convenient.

For those needing additional assistance, an ADP training hotline is available at no extra charge. Also ask your representative about our on-site training.

**To learn more about  
Stellix Essentials and how  
it can help you, call us at  
1-888-STELLIX**



ADP and Akzo Nobel  
2010 Cow Canyon Place  
San Ramon, CA 94583  
925.866.1100

Generate meaningful reports on any key operational area of your shop.

- RO Invoice
- RO Analysis
- Work Order/QA inspection
- Payment Report
- Reasons/Delay
- Vehicles in Progress
- Vehicle Going Out
- Sales and Analysis
- Repair Order Activity
- Sales and Profit Analysis - Transaction Register
- Work in Progress
- Vendor Analysis Report
- Employee Profitability/Efficiency
- RO Labor Hours Breakdown
- RO Status Labor Hours Breakdown
- RO Status Sales Breakdown

# Stellix

E S S E N T I A L S

POWERFUL • PROVEN • PROFITABLE

**STELLIX**  
INTERACTIVE MANAGEMENT SYSTEMS  
ESSENTIALS

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Stellix is a product of ADP and Akzo Nobel. Stellix is a registered trademark and Stellix is a trademark of ADP, Inc. All other trademarks are the property of their respective owners.  
STLSSBNO 201

# Improve performance — prepare for tomorrow's success

You understand the challenges facing your business — tighter controls, shorter cycle times and

higher consumer expectations.

With less room

for error, you need better control

over your operation

— a set of

tools that makes it easy to analyze and

manage critical

areas. Stellix Essentials,

powerful management software

from ADP and Akzo Nobel, can help

your business prosper in this

demanding business environment —

not just now, but in

the future.



## AFFORDABLE QUALITY

Stellix Essentials places the power of a high-end management system into an affordable and user-friendly package.

Developed specifically for growing body shops with up to three users, it improves your facility's performance by reducing cumbersome manual processes, streamlining operations and helping you see things you never saw before.

## BUILT FOR GROWTH

Uncomplicated yet complete, Stellix Essentials will instantly impact your business. And it's the only entry level system that is fully upgradeable, which means you can add features as needed and step up to the premium functionality of Stellix Pro when you're ready.

## PRECISION CONTROL

Stellix Essentials offers a comprehensive set of tools that help you run your facility with precision, the key to increased profitability in today's competitive market. Take complete control over your business from your desktop, where you can:

### ■ KNOW THE STATUS OF EACH REPAIR INSTANTLY

— Watch the progress of each job — right as it happens. The Stellix Essentials' *production status* page shows what department the vehicle is in, what jobs are tied up and whether parts have been ordered and labor allocated. It also helps determine if in-process jobs are running over their projected cost.

## THE STELLIX REPORT SELECTION IS GREAT—

### EACH REPORT IS DESIGNED WITH INCREDIBLE

### FLEXIBILITY

Mike Huber, owner, Hamline Auto Body Inc.

### ■ SEE THE "BIG PICTURE"

— See the status of all jobs: the minute you open the system, Stellix Essentials' *ShopView* feature delivers a graphic display of the parts, labor and sublet status of each job without opening up the individual repair order — a "bird's eye view" that saves you time and effort.

### ■ TRACK TECHNICIAN EFFICIENCY

— With Stellix, you can compare technician hours against hours allocated for the job and evaluate performance using accurate feedback.

### ■ TRACK ESTIMATOR EFFICIENCY

— Check the performance of your service writers to determine their effectiveness. Stellix shows what percentage of jobs and dollars they

close as well as the size and frequency of the supplements they write.

### ■ IMPROVE PARTS MANAGEMENT

— Use the parts control module to easily order, receive and return parts, as well as track delayed and returned parts — functions that can significantly improve turn-around time and profits.

### ■ GET THE PARTS STATUS FOR EACH JOB

— Including back ordered and delayed items. Compare vendor price and delivery performance to negotiate discounts or select vendors.

### ■ JOB COST IN REAL TIME

— See current profits and losses by department, technician, make/model or client type, so you can make immediate decisions that improve your bottom line.

Stellix is intuitively

laid out with

tabs and

pages that

make it easy

to navigate

and find

critical

information

### REPAIR ORDER

— The global status view gives you a complete picture of your entire operation from a single screen.

## EASY TO USE

Using Stellix Essentials is a snap. You won't get lost or have to dig for information, since everything is just two clicks away. Designed specifically for repair shops, Stellix is intuitively laid out with tabs and pages that make it easy to navigate and find critical information. And Essentials does what computerization is supposed to do — make your job easier. Its thoughtful, integrated design adds time-saving conveniences to daily operations.

### ■ DATA UPDATED AUTOMATICALLY

Repair status, projected gross profit and other critical production areas are updated automatically when information is entered throughout the system, so you're always informed.

### ■ STREAMLINED IMPORT AND EXPORT OF DATA

Stellix Essentials minimizes re-keying and redundant data entry by providing smooth data transfers into a variety of estimating systems and accounting applications.

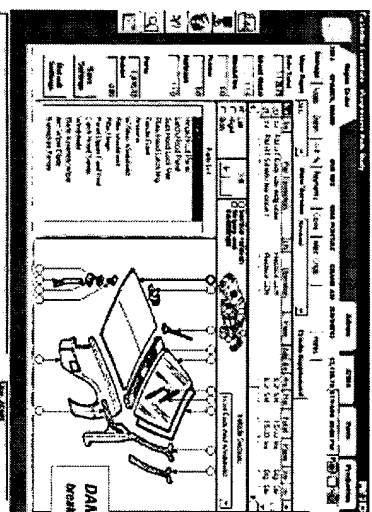
### ■ MULTIPLE PAYERS ON THE SAME R.O.

Eliminate separate repair orders for "customer pay" and "insurance pay." Stellix Essentials does it for you, saving time and making it easier for technicians to see — in one work order — all the repairs they need to perform.

**Capitalize on the most comprehensive set of features available in an entry-level management system**

Using Stellix Essentials is a snap. You won't get lost or have to dig for information, since everything is just two clicks away.

**DAMAGES PAGE** — shows detailed breakdown of the graphic



## THE FIRST TOTAL MANAGEMENT SYSTEM THAT GROWS WITH YOUR NEEDS

Stellix Essentials' flexible design lets you add features as you need them, so there's no need to shop for and re-learn a new system every few years.

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- Automotive Recycling
- Business Management
- Insurance
- Collision Repair
- Database
- Parts Locators
- Vehicle Valuation

**Workflow**

- Claims Management

**International**

- Audatex

**ADP's Shoplink** is used in the collision repair industry to:

- ▶ Create estimates of the cost of repairing damaged vehicles, including parts and labor;
- ▶ Submit estimates (with digital vehicle images, if desired) to the insurance company in order to secure payment approval for the repair job;
- ▶ Qualify for direct repair program relationships with insurers.

**Shoplink Estimating: Thorough, Accurate and Easy to Use!**

Shoplink, the collision repair industry's only vehicle-driven, option-specific automated estimating system, helps you write estimates faster, more accurately, and in greater detail than ever before.

Only Shoplink gives you fully automated estimating. When you write a Shoplink estimate, the system automatically identifies and includes all R&I operations and calculates the total time to repair your specific vehicle. You minimize supplements, never miss an operation and never waste time looking up included operations. Backed by the ADP Database, for over 20 years the definitive source of collision repair information, Shoplink estimates contain the most complete and up-to-date parts and labor information available.

Now featuring seamlessly integrated imaging, even attaching and uploading digital photographs is virtually effortless with Shoplink.

**More business - in less time!****Shoplink's Fast - Easy - Accurate Features:**

- ➊ Damage list builds item by item, as you work, automatically adding all included operations.
- ➋ Zoom in for a better look at small parts with Shoplink's unrivaled expanded graphics.
- ➌ Increase customer satisfaction by accessing NHTSA Recall Bulletins for your vehicle.
- ➍ "Find Parts" button instantly locates hard-to-find parts from a partial description or OEM number.

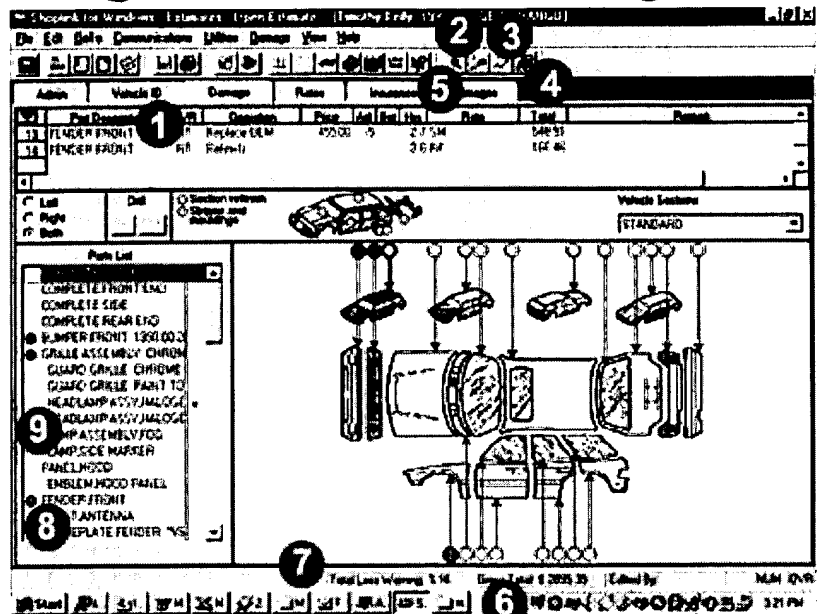
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[Training](#)

**Business Management:**  
**STELLIX**

*ADP Claims Services  
Group Renews  
Designation of Gold Class  
Professionals  
From I-CAR*



**5** Shoplink Imaging - Attach digital images with just two mouse clicks!

**6** Shoplink adds part and labor costs - based on your personal shop profile - and calculates taxes to give you a running total of your estimate as you work.

**7** Total Loss Warning shows how close your estimate is to becoming a total loss and warns you if it reaches 100% of the total loss threshold value.

**8** Decision Support Wizard alerts you to easy-to-miss related operations like "aim headlights" or "bleed brakes," ensuring an estimate that accounts for all aspects of a repair.

**9** Damage list builds item by item, as you work, automatically adding all included operations.

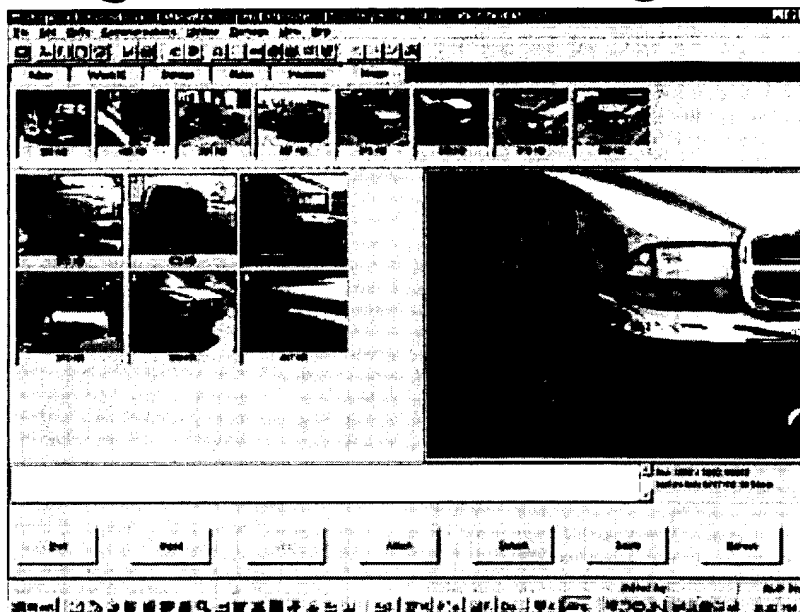
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### Shoplink Imaging

Adding digital photos to an estimate doesn't get any easier than Shoplink's new integrated imaging! One mouse click takes you to the Imaging screen; one more attaches any image you download from almost any digital camera. With Shoplink's Scheduled Communications feature, that can be the end of your entire estimating job!

Shoplink Imaging not only attaches and uploads digital images faster and more easily than systems requiring separate imaging applications, it also lets you:

- View photos and related comments without even opening the claim.
- Add comments, arrows to indicate fine details, or enlarge for a better view.
- Get confirmation that the images have been successfully transmitted.
- See at a glance how many images have been attached, but not yet uploaded, right on the estimate index page.



Increase your shop's productivity by transmitting estimates and images in the same simple communication session.

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#### **Database**

Shoplink's powerful engine is the ADP Database, the most comprehensive and widely accepted parts database in the collision repair industry. Currently accessed by over 13,000 users across North America, over the past 20 years it has provided the data to process more than 100 million estimates.

Constantly receiving new information, the ADP database covers over 98% of the vehicles on the road today and leads the industry in coverage of new models. The database contains well over three million part numbers and prices, and nearly half a million labor records. Every user receives a fully updated database CD, featuring manufacturer, after-market and salvage part pricing every month. "Real steel" salvage data is updated daily and is available via modem.

ADP's database is also unique because it is the industry's only option driven parts information source. Using the vehicle information, ADP gives you accurate part numbers, pricing and labor times for the enormous number of makes/models, styles, years and engine combinations you work with. Using Shoplink, you can count on more correct parts arriving and fewer returns. The ADP Database improves accuracy and speeds up both estimating and repair times!

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- Insurers
- Collision Repair
- Database
- Parts Locators
- Vehicle Valuation

**Workflow**

- Claims Management

**International**

- Audatex

**► ADP Business Management Systems*****Collision Repair Business Management System*****Stellix®** — Powerful Shop Management Made Easy

Put your business in high gear with Stellix, the industry's premium shop management system. ►

***Automotive Recycling Business Management System***

**Powerlink®** is a total business management system that keeps up with the demanding pace that today's automotive recycler faces.

Powerlink's cutting-edge technology and completely redesigned workflow streamline your day-to-day operations and dramatically increase your business' performance and productivity. Simply put, it's the most efficient system available. ►

**ADP Business Management Systems****Stellix****PowerLink**

*Auto Recyclers Embrace ADP  
Hollander's Newly  
Redesigned Powerlink*



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ADP Offers Customers of All Sizes Smart Choice with Save Smart Feature; ADP Launches Offering of Auto-Pilot Savings Feature for Plan Participants

**News Releases****Claims Services**

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- ▶ [2002 News Releases](#)
- ▶ [2001 News Releases](#)

**ADP Context Signs Agreement with Lewin Group for Envoy Charge Data***December 8, 2000*

ADP Context, a leading developer of coding, editing and regulatory products for the healthcare industry, today announced a multi-year agreement with The Lewin Group to access ENVOY provider charge records as a foundation for their general health Usual, Customary and Reasonable (UCR) fee database.

**ADP Collision Repair Services and Akzo Nobel Release Stellix Pro 3.0 With Breakthrough Features and Unsurpassed Ease-of-Use***August 22, 2000*

ADP Collision Repair Services and Akzo Nobel Coatings Inc. today announced the commercial release of Stellix™ Pro 3.0, featuring significant first-to-market improvements - including real vehicle graphics with VIN decoding - designed to make Stellix the easiest management system to use in the collision repair industry.

**ADP Claims Solutions Group Announces Series of Collision Industry Initiatives for 2000***March 28, 2000*

ADP Claims Solutions Group (CSG) has launched a series of four important initiatives for the collision repair industry that will all be implemented in 2000.

**ADP Collision Repair Services Signs Agreement with Sterling Collision Centers***January 4, 2000*

ADP Collision Repair Services, a leading provider of information services for the collision repair industry, announced that it has signed an agreement to become a primary provider of estimating and imaging services for all collision repair facilities owned and operated by Sterling Collision Centers.

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## ADP Claims Solutions Group Announces Series of Collision Industry Initiatives for 2000

### CONTACT

Haese & Wood Marketing  
Marilyn Haese  
Daryn Teague  
(310) 284-3119

**SAN RAMON, California -- March 28, 2000 --** ADP Claims Solutions Group (CSG) has launched a series of four important initiatives for the collision repair industry that will all be implemented in 2000.

According to Rick Tuuri, the director of collision industry relations at ADP CSG, the new initiatives have the common purpose of demonstrating the company's serious commitment to the long-term success of the industry.

The four recently announced industry initiatives are the following:

- The formation of an ADP Inter-Industry Technical Advisory Council, known as ADP ITAC, to regularly review ADP's methodology and help the company determine development priorities. This group, which grew out of ADP's longstanding Technical Review Committee, met to discuss industry issues at the December 1999 NACE Conference and has already offered ADP some important insight, including suggestions on how to best articulate ADP's new refinishing features that will be available in the ADP Reference Manual for 2000.
- The placement of the official I-CAR airbag matrix on the ADP Database™, which is accessed via ADP PenPro™ and the ADP Reference Manual, and will be available on Shoplink™ for Windows 6.2 in early 2000. ADP partnered with I-CAR in their development of the matrix by opening the ADP Collision Repair Services library up to the I-CAR staff as they researched airbag requirements. The placement of the completed matrix on the ADP Database completes this partnership.
- The hosting of I-CAR's CR 2000 classes, an eight-segment course that teaches employees at collision repair facilities and insurance professionals how to evaluate vehicle damage, at ADP's own San Ramon, Calif. offices.
- The publishing of the Collision Industry Conference (CIC) "Best Practices" guidelines in the updated ADP Reference Manual for 2000. This illustrates ADP's support of the industry's concepts of what constitutes best practices in collision repair. "We are very pleased to cooperate with the leading industry associations and to be able to support their efforts to improve the profession," said Tuuri, who was elected to the volunteer position of chairman of the international board of directors for I-CAR last July. "These industry initiatives illustrate that ADP is

serious about proving its commitment by dedicating resources and listening carefully to what collision repair professionals have to say about the direction of the industry in 2000."

I-CAR (Inter-Industry Conference for Automotive Collision Repair) is the premier organization for developing and training individuals working within the collision repair industry who have responsibility for analyzing damages and determining necessary repairs. I-CAR is heavily dependent on a nationwide volunteer network of professionals to operate their various training programs.

With headquarters in San Ramon, ADP CSG is a wholly owned subsidiary of Automatic Data Processing Inc. (NYSE:AUD). ADP, with more than \$5 billion in revenues and more than 450,000 clients, is one of the largest independent computing services firms in the world. ADP CSG provides the property & casualty and collision repair industries with integrated and independent information services for automotive, medical and property claims management in 18 countries.

ADP Claims Solutions Group is located at 2010 Crow Canyon Pl., San Ramon, Calif. 94583; (925) 866-1100. The company's Web site can be found at <http://www.csg.adp.com>.

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## ADP Collision Repair Services Signs Agreement with Sterling Collision Centers

### CONTACT:

Haese & Wood Marketing  
Marilyn Haese  
Daryn Teague  
(310) 284-3119

**SAN RAMON, California -- January 4, 2000 --** ADP Collision Repair Services, a leading provider of information services for the collision repair industry, announced that it has signed an agreement to become a primary provider of estimating and imaging services for all collision repair facilities owned and operated by Sterling Collision Centers.

Sterling Collision Centers Inc., based in Natick, Mass., is one of the major body shop consolidators in the United States. Just two years old, Sterling now owns and operates 36 collision repair facilities in the East and Midwest, and continues to add new facilities monthly.

Under the terms of the agreement, ADP will provide its Shoplink™ for Windows® and Photolink™ products to all Sterling autobody centers. Shoplink for Windows utilizes the ADP Database, the industry's most automated database of parts prices and labor rates for purposes of developing accurate collision repair estimates.

"This new relationship helps enable our stores with a key resource to get cars back to customers faster and at higher quality," said Patricia Pulos, chief technology officer of Sterling Collision Centers. "ADP's products will help to improve the efficiency of our operations, enhance our electronic communications with automotive insurance companies and help us get repaired vehicles back to our customers more quickly."

Shoplink for Windows will be used by Sterling's collision repair facilities as a primary estimating system for their electronic trading partner relationships, including major insurance carriers. Photolink will allow Sterling's collision repairers to capture, integrate and transmit detailed color photos of vehicle damage to support damage estimates submitted to insurers.

According to James Boswell, vice president and general manager of ADP Collision Repair Services, "All of us are very proud to be initiating a strategic relationship with Sterling, one of the most prestigious names in the entire collision repair industry."

Sterling Collision Centers (formerly CarQuarters) was formed in September 1997 to consolidate the collision repair industry and create a branded national chain of owned collision centers. The company is focused on creating a superior retail experience for consumers and a national service resource for the insurance industry. Sterling currently

owns and operates automobile collision repair facilities in Illinois, Pennsylvania, Michigan, Florida, Georgia, Ohio and Texas.

ADP Collision Repair Services is a strategic business unit of ADP Claims Solutions Group (CSG). With headquarters in San Ramon, Calif., ADP CSG is a wholly owned subsidiary of Automatic Data Processing Inc. (NYSE:AUD). ADP, with more than \$5 billion in revenues and more than 450,000 clients, is one of the largest independent computing services firms in the world.

ADP CSG provides the property & casualty and collision repair industries with integrated and independent information services for automotive, medical and property claims management in 18 countries.

ADP Claims Solutions Group is located at 2010 Crow Canyon Place, San Ramon, Calif. 94583; 925/866-1100. The company's Web site can be found at <http://www.csg.adp.com>.

Note to Editors: Windows® is a registered trademark of Microsoft Corp.

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3/9/7 (Item 5 from file: 16)  
DIALOG(R) File 16:Gale Group PROMT(R)  
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06484975 Supplier Number: 55147871 (THIS IS THE FULLTEXT)  
CCC Introduces Internet-Based Pathways(R) Image Library.  
PR Newswire, p0597  
July 13, 1999  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 675  
TEXT:

Cost Effective, Real-Time Claim Review on the Web

CHICAGO, July 13 /PRNewswire/ -- Building on a decade of imaging technology leadership, CCC Information Services Inc. (Nasdaq: CCCG) today introduced its new Internet-based service for fast, simple, reliable storage and retrieval of image workfiles needed for claims review.

CCC's new service, called Pathways(R) Image Library, takes the place of paper files or electronic files at users' facilities. Instead, users simply log onto the Internet, enter their password and the relevant claim number, and can instantly view all images, estimates, administration and vehicle data needed to complete the claims review process.

Pathways Image Library, in conjunction with CCC's Pathways Digital Imaging software, reduces traditional photography and related costs, and it eliminates the need to track down paper files and send image files between offices. Users can view image files from any location, including from the field. In addition, users at multiple locations can view the same image file simultaneously, facilitating negotiation, and speeding claim settlement. Short-term, web-based storage and/or long-term backup storage is available.

Digital imaging applications are in damage appraisal, audit-reinspection, collision repair, appraiser guidance, catastrophe, underwriting and litigation.

Pathways Image Library is the newest component in CCC's Pathways Digital Imaging Solution suite of products that electronically capture, transmit, and store images of vehicle damage and claim-related documents. Other Pathways solutions include Collision Estimating, Quality Advisor, Enterprise Solution and Professional Advantage \*collision\* \*repair\* \*management\* \*systems\*.

"Pathways Image Library is the latest in a series of CCC imaging innovations to benefit the claims industry," said Githesh Ramamurthy, president of CCC. "For example, in 1992, our EZView(TM) application permitted users to integrate images with our EZEst(R) estimating system using a video camera. In 1996, CCC's EZFocus(TM) added digital cameras as capture devices.

"Today, with CCC's Pathways, the dominant technology platform in the automotive claims industry, we're continuing that tradition of innovation by developing leading-edge technologies that leverage Pathways' functionalities -- including Internet connectivity," Ramamurthy continued. "Internet-enabled information transfer is becoming the new standard in business today. We're pleased to contribute to our industry's ability to stay at the forefront of information delivery."

The first user of the new Pathways Image Library is 20th Century Insurance (Woodland Hills, Calif.), a personal auto insurance company that serves consumers in Arizona, California, Nevada, Oregon and Washington. "As we began to move into digital imaging, we quickly realized we'd either need an in-house server or an Internet service to handle them," said John Bierer, Property Claim Manager for Material Damage. "Because we've been a CCC customer since the late 1980s -- we were one of the first EZEst users -- we turned to them for help.

"Now, with Pathways Image Library, we've already put close to 130,000 images on the Internet," he continued. "Our staff adjusters already use it and our direct repair partners will be using it soon. It saves time looking for pictures as well as money for buying and processing film. It's

reliable. And it allows our adjusters instant access to the photographic documentation they need to do their job."

Subscribers to Pathways Digital Imaging exchange image-enhanced claim files between business partners (e.g., insurance companies) on CCC's EZNet(R) network service. Workfiles with attached images are then automatically deposited into the Pathways Image Library for secure storage. To retrieve stored files, users simply log on to the Pathways Image Library and input the claim number of the file they wish to retrieve. They can then quickly and easily view images and thumbnails, and estimate administrative information. Images are saved as JPEG (Joint Photographic Experts Group, an image compression standard) files, so printed images are clear and easy to view.

CCC Information Services Inc., headquartered in Chicago, Ill., is the automotive claims industry's leading supplier of advanced software and communications systems. Its value-added, technology-based products and services increase efficiency and facilitate communication among more than 13,500 collision repair facilities, 4,400 dealerships, 350 insurance companies and a range of business partners. For more information about CCC Information Services, contact Peter Duckler at HLB Communications at 312-649-0371.

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06637282 Supplier Number: 55757910 (THIS IS THE FULLTEXT)

**Mitchell International Teams With Carstation.com.**

PR Newswire, p6470

Sept 15, 1999

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 538

TEXT:

E-commerce System Streamlines Parts Procurement and Enhances

Customer Service for the Collision Repair Industry

SAN DIEGO, Sept. 15 /PRNewswire/ -- Mitchell announced today that collision repair facilities will be able to order parts and supplies through Carstation.com's e-commerce system. The seamless integration of Mitchell's Advanced Business System with Carstation.com allows collision repair facilities to streamline parts ordering and purchasing and allows customers, insurers, \*car\* rental companies, and any other participant in the claims process to view \*vehicle\* repair status via the Internet.

This Internet solution will enable collision repair professionals to have easy and fast access to the parts and supplies they need, and also significantly open the communication lines within the entire collision repair community. Now collision repair facilities, vendors, insurance companies, information service providers and consumers can communicate and transact efficiently and effectively through an open Internet network.

"Mitchell is very excited to play a leading role with Carstation.com in bringing Internet based information, services and tools to our customers and the entire industry. Our primary goal at Mitchell is to \*improve\* the efficiencies within the \*collision\* \*repair\* \*shop\* -- ultimately increasing throughput and reducing cycle \*time\*. Since the Internet is today's most powerful information tool it's a perfect extension to our strategy. By utilizing Carstation.com's network we are opening communication between shops, vendors, consumers and insurers worldwide. In this partnership, Mitchell International and Carstation.com will build a reliable, powerful information resource for collision repair professionals," said Jim Lindner, President and Chief Executive Officer of Mitchell International.

"The Mitchell Team continues to identify and embrace innovative solutions to improve the industry and provide their clients with the best software and business solutions available," said Charlie Moore, Founder and President of Carstation.com. "Carstation.com is committed to delivering powerful cost-effective e-commerce solutions that streamline communication and improve efficiency for the entire collision repair industry."

Carstation.com and Mitchell International will rapidly create and market new Internet-based software products to the collision repair community, and develop seamless automation between Mitchell software and the Carstation.com e-commerce service.

About Carstation.com

Carstation.com is the e-commerce solution for the collision repair industry. Carstation.com allows businesses and consumers to communicate, transact and manage the entire automotive repair process via the Internet.

Founded in 1998, Carstation.com is based in San Francisco, California. Carstation.com's investors and business partners include New Enterprise Associates, Weiss Peck and Greer, LLP, Marsh and McLennan Capital and leading automotive businesses. For more information contact Laurel Scimone Peppino, director of communications at (415) 348-1201 or visit: [www.carstation.com](http://www.carstation.com).

About Mitchell International

Mitchell International is a leading supplier of information products, software and business solutions for the insurance, property & casualty, medical claims, automotive collision repair, and glass replacement industries. Headquartered in San Diego, California, with offices in Chicago, Milwaukee and Toronto, Mitchell International provides services to businesses seeking to enhance their productivity, profitability and customer satisfaction. Mitchell's parent company, The Thomson Company, is a worldwide publishing enterprise with annual revenues exceeding \$7 billion. Mitchell is comprised of six Business Units: Electronic Products,

Publications, Business Systems, Medical, Boeckh and National \*Auto\* Glass Specifications (NAGS). For electronic product information, call (800) 681-5068, or go to the Mitchell Web site at [www.mitchell.com](http://www.mitchell.com).

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\*Repair\* \*Shop\* Benefits - CarStation CommerceSystem

Web Page	<ul style="list-style-type: none"><li>* Exposure to new customers</li><li>* Professional presence on the Web</li></ul>
Parts Management	<ul style="list-style-type: none"><li>* Reduces returns through increased System accuracy</li><li>* Better communication with vendors</li><li>* Reduces cycle time</li></ul>
Email Account	<ul style="list-style-type: none"><li>* Improves communication</li><li>* Reduces costs over phones and fax</li></ul>
Online Appointment Scheduling	<ul style="list-style-type: none"><li>* Increases exposure to new customers</li><li>* Improves customer satisfaction</li></ul>
Access To Preferred List Of Vendors'	<ul style="list-style-type: none"><li>* Improves buying power</li><li>* Improves order accuracy</li></ul>
Online Parts Catalog	<ul style="list-style-type: none"><li>* Decreases time spent searching for parts</li><li>* Improves fill rates</li></ul>
Reporting	<ul style="list-style-type: none"><li>* Helps with cost controlling</li><li>* Enables parts usage verification</li></ul>
Shop Locator With Driving Directions	<ul style="list-style-type: none"><li>* Improves customer satisfaction</li><li>* Reduces phone time answering questions</li></ul>
Rebate Program	<ul style="list-style-type: none"><li>* Reduces costs</li><li>* Provides a competitive advantage</li></ul>

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08057846 Supplier Number: 67052502 (THIS IS THE FULLTEXT)  
**CarStation CommerceSystem leverages Internet for repair shops.(Brief Article)**

Aftermarket Business, v110, n11, pU34

Nov, 2000

Language: English Record Type: Fulltext

Article Type: Brief Article

Document Type: Magazine/Journal

Word Count: 334

TEXT:

CARSTATION HAS DEVELOPED the CarStation CommerceSystem (CCS) to help participants in the automotive repair process fully harness the power of the Internet.

CCS is the only complete online solution for suppliers and \*repair\* \*shops\* that helps streamline daily workflow by eliminating frustrating and costly inefficiencies while \*improving\* customer service. Anchoring CCS is the CarStation ServiceManager(TM) product, which provides mechanical \*repair\* facilities with Internet access and support designed and dedicated to the automotive service industry; customized \*shop\* websites and e-mail; online, real-\*time\* scheduling capabilities; Web-based shop calendar; and dynamic promotions solutions designed to help increase customer satisfaction and drive repeat business to repair shops. In addition, CCS offers an online parts procurement system that links \*automobile\* repair shops to their suppliers and manages their new and recycled parts ordering using the Internet.

CCS users will also benefit from CarStation's extensive supplier network, consisting of more than 1,000 OEM dealers and in excess of 50 million parts from more than 1,000 \*auto\* recyclers.

In addition, the flexibility of CCS allows collision and mechanical repair shops to use their existing estimating systems to create parts orders and submit them to their supplier online.

"The CommerceSystem will help participating repair shops drive business to their shops and better manage that business for optimum operational efficiency," said CarStation founder and President Charlie Moore.

Improving the Bottom line

A comprehensive offering, CarStation Commerce System provides a number of benefits for suppliers and repair shops alike.

#### Supplier Benefits - CarStation Commerce System

Web Page	* Exposure to Carstation marketplace
Email Account	* Improves communication * Reduces costs over phones and fax
Order Management System	* Labor savings * Redundancy reduction * Improved customer satisfaction
Digital Frames From Shops	* Increases accuracy when filling orders * Reduces returns * Reduces phone *time* confirming orders
Select Of "Sell To" Areas clients	* *Improves* knowledge of potential * Increases sales markets * Provides competitive advantage
Order Confirmation	* *Improves* communication with customers * Provides audit trail * Reduces returns

2/9/2 (Item 1 from file: 16)  
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07726416 Supplier Number: 64453226 (THIS IS THE FULLTEXT)  
ADP Collision Repair Services and Akzo Nobel Release Stellix Pro 3.0 With  
Breakthrough Features and Unsurpassed Ease-of-Use.

Business Wire, p0289

August 22, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 882

TEXT:

Business Editors & Automotive Writers

SAN RAMON, Calif.--(BUSINESS WIRE)--Aug. 22, 2000

ADP Collision Repair Services and Akzo Nobel Coatings Inc. today announced the commercial release of Stellix(TM) Pro 3.0, featuring significant first-to-market improvements - including real vehicle graphics with VIN decoding - designed to make Stellix the easiest management system to use in the collision repair industry.

These industry-first features, along with other new time-saving enhancements, eliminate the redundant entry of information into the management system and improve integration with collision repair estimating systems used by body shops.

"The release of Stellix Pro represents a major step toward true integration of collision repair management and estimating systems," said Anthony Spina, the Stellix product manager for ADP Collision Repair Services.

A unique feature in Stellix Pro is its use of actual vehicle graphics ("Smart Graphics"), now displayed on the vehicle page to allow for specific part descriptions. With this industry-first feature, users obtain the real part number and description, as opposed to generic parts, so they no longer have to go back to their estimating system in order to find information on specific parts. Moreover, Stellix Pro is now the only management system that displays the status of parts and labor while users are working on the "Damages" page of the system. This eliminates the need to go to another section in the system in order to find the status of individual parts and labor.

Specifically designed to reduce manual processing, Stellix Pro automatically decodes the VIN for an estimate or repair order. The new VIN Decoder provides all vehicle information, including standard vehicle options, in order to improve accuracy and shorten the time it takes to write-up a repair.

"Stellix Pro 3.0 includes several enhancements that will enable body shops to further streamline and automate their business operations," said Spina. "This release includes a number of important new features and benefits that were created as a result of conversations with Stellix users in the past six months. We've listened to our customers and improved the system in ways that we believe will meet their unique needs."

According to Spina, another important breakthrough found in Stellix Pro 3.0 is the introduction of the only certified and approved Dealer Interface, which enables a seamless transfer of data between a collision repair management system and the ADP dealership accounting system. In the past, once a vehicle repair was complete, the repair order accounting invoice information was manually entered to the dealership system. With the new interface, the Stellix system automatically creates these accounting transactions. This feature creates a seamless transition of data from Stellix to the ADP Dealer Services system, saving 10-15 minutes of administrative time on each repair.

Stellix Pro 3.0 also contains new functions that will improve operational efficiency at shops. One such feature is the ability to send and receive CIECA Files, providing Stellix users with the ability to both send and receive files in this standard format. The CIECA format will reduce the mismatch of information between the estimate and the repair

order and allow for more data to transfer than before.

"Stellix Pro 3.0 provides added productivity and profitability enhancements, while improving on our established reputation for ease-of-use," said Spina. "This version of Stellix minimizes the need to toggle back and forth between two different systems and greatly reduces the manual processes of re-entering information. With this release, we are taking a major stride toward our vision of providing a completely integrated \*business\* \*management\* \*system\* for the collision repair industry."

A Windows-based, multi-user collision repair management system, Stellix goes beyond traditional "job costing" systems and focuses on total operational productivity. Stellix provides collision repair facilities with extraordinary tracking capabilities to improve productivity and efficiency. The system monitors technician production and job costing on screens that closely resemble the ones already used in body shop offices. Stellix' ShopView(TM) feature also provides instant at-a-glance views of all \*repair\* orders, including the \*status\* and alerts in parts, labor, production and sublet work.

Stellix was developed jointly by ADP Collision Repair Services and Akzo Nobel. ADP Collision Repair Services is a strategic business unit of ADP Claims Solutions Group (CSG). Headquartered in San Ramon, Calif., ADP CSG is a wholly owned subsidiary of Automatic Data Processing, Inc. (NYSE:AUD). ADP, with more than \$6 billion in revenues and 500,000 clients, is one of the largest independent computing services firms in the world. ADP CSG provides the property & casualty industry and their business partners with integrated and independent information services for automotive, medical and property claims management in 18 countries. ADP Claims Solutions Group is located at 2010 Crow Canyon Place, San Ramon, Calif. 94583; 925/866-1100. The company's Web site can be found at <http://www.csg.adp.com>.

Akzo Nobel's North American Car Refinishes operation, headquartered in Atlanta, manufactures and markets Sikkens(R)-brand paint refinish systems to high-quality collision repair shops. These products include Autocryl(R) acrylic urethane, Autobase(R) basecoat, Autoclear(R) clearcoat, a low VOC product offering that includes single stage Autocoat(R) Ultra LV, and Colorbuild(R), the industry's first true color undercoat. Akzo Nobel, headquartered in the Netherlands, is one of the world's leading companies in selected areas of chemicals, coatings, and healthcare products, with over \$14.5 billion in revenue.

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**Shop productivity**

Deierlein, Bob

Fleet Equipment v19n2 PP: 38-41 Feb 1993 ISSN: 0747-2544 JRNL CODE:

FEQ

DOC TYPE: Journal article LANGUAGE: English LENGTH: 4 Pages

SPECIAL FEATURE: Charts

WORD COUNT: 1679

**ABSTRACT:** Trucking operations managers measure, monitor, and try to \*improve\* productivity in every aspect of the business. There are numerous ways equipment managers measure and \*improve\* productivity in fleet \*shops\*. One utilizes rates in OEM flat rate manuals. Another method makes use of data found in past \*repair\* orders to set \*repair\* goals; new standards are based on the \*time\* particular \*repair\* jobs have taken in the \*shop\*. Still another method negotiates estimated times or standards, by job and \*vehicle\* model, at meetings of equipment managers, shop supervisors, and experienced mechanics. The relationship between what the supervisor expects and what the mechanic does or thinks is expected is another measurable area. Technician training can often increase shop productivity and will likely grow in importance during the next decade. Sid Gooch of Federal Express says time cards and repair orders are used to compile productivity information. For productivity, Gooch looks at direct mechanic labor.

**TEXT:** Increased productivity is a goal of managers in any business. Those in trucking operations commonly measure, monitor, and try to improve productivity in every aspect of the business. On the dock, it could be pounds loaded per man-hour. For P&D drivers, some measure the number of stops per hour. In a shop, with fewer tasks that are exactly repetitive, it's a tougher, but not impossible, job to measure productivity.

There are a number of ways equipment managers measure and improve productivity in fleet shops. One, for example, utilizes rates in OEM flat rate manuals. These rates, however are usually determined under ideal conditions--clean shops, an organized and convenient parts room, the latest tools, etc.

Another method makes use of data found in past repair orders to set repair goals. New standards are based on the time particular repair jobs have taken in your own shops. With this method, past inefficiencies and poor performances are unfortunately built into the planned standards. To avoid this problem and in an effort to increase performance, some managers set goals at some defined percentage of the time earlier spent on particular tasks.

Another method negotiates estimated times or standards--by job and \*vehicle\* model--at meetings of equipment managers, shop supervisors, and experienced mechanics.

Standards are important but must be considered only a guide. How to handle various interruptions mechanics often face while doing a repair is a problem with any method if followed exactly.

Paul Manwiller, fleet maintenance manager of Air Products, describes some of his efforts aimed at managing shop productivity. He says, "Productivity is usually thought of as working faster or producing more per unit. At first glance this looks difficult to apply to a \*truck\* repair shop, but there are methods that work.

"For example, at Air Products, we dissect a mechanic's day and project a yearly value. Based on a 40-hour week, we have 2,080 paid hours; but to work with productive hours, we must deduct vacations, holidays, coffee breaks, and cleanup time. (Figure 1) (Figure 1 omitted)

"It's interesting to note that shop managers are constantly looking at

their purchasing practices. They compare shops, they analyze unit costs, they negotiate with vendors to get the lowest price, etc. Yet, sometimes they do not look at a mechanic's position and put a price tag on the time as a cost per minute."

At Air Products, Manwiller uses 1,670 hours for the value of annual productive time per mechanic. If mechanic labor is charged at direct rate, plus benefits and overhead, it has an hourly value of \$30 to \$40 per hour. This value is charged to \*vehicle\* maintenance at \$.50 to \$.66 per minute. Manwiller advises that it's important to watch out for the "mechanic's stroll," the walk across the shop to the parts room, the wait for a part or tool, the brief talk, and the walk back to the job.

#### MEASURING PRODUCTIVITY

Another measurable area is the relationship between what the supervisor expects and what the mechanic does or thinks is expected of him. This is done by estimating expected repair time. If the mechanic disagrees with the supervisor's estimate, he can discuss it with him. If the mechanic accepts the figure yet is not able to meet the expected time, then together they should be able to identify the reason. Perhaps the job was greater than the supervisor anticipated. Perhaps it was something like unforeseen rusted or broken bolts, or perhaps the mechanic actually needs some training.

Time estimating can provide information on individual performance as well as group performance. It may identify a mechanic who consistently can meet or exceed expectations, or it may identify those who consistently are not able to meet the time estimate. It can be used to evaluate locations or a total system. It can identify mechanic and supervisor training needs.

Manwiller says, "We have projected the number of man hours, productive hours, needed to maintain \*vehicles\* by their vocation (Figure 2). (Figure 2 omitted) A typical 100,000 mile per year tractor pulling a cryogenic trailer requires 493 man-hours annually on an average over its life. This standard is developed from expected \*vehicle\* component life cycles and provides a basis for projecting repair-time standards." (Figure 2)

According to Manwiller, staff size can be developed from these figures. He projects needed repair time for each \*vehicle\*, and from this the total number of man-hours required. He also projects the in-shop frequency from this information. (Figure 3) (Figure 3 omitted)

#### TRAINING

Technician training can often increase shop productivity and will likely grow in importance during the next decade. New component active electronic control system along with passive electronic systems that monitor component operation and identify pre-programmed faults are presenting whole new arena for the mechanic. The old hunt-and-peck, replace-and-check techniques don't work with new electronic systems. Mechanics must have some level of computer literacy to effectively troubleshoot these systems.

Manwiller suggests, "I propose that suppliers make available an on-line computer system that provides a fault-tree troubleshooting guide. Such a system would offer benefits to both users and suppliers since manufacturers could monitor the number and types of requests for particular problem identification.

"In addition, suppliers should provide more video training tapes. I have heard we retain 20 percent of what we hear, 35 percent of what we see, and 55 percent of what we see and hear. Instead of bringing people to a central point, training them, and turning them loose to handle repairs using information that they think they have heard; a video tape can be presented by a technical representative capable of answering questions. The tape can later be reviewed by the mechanics."

When one considers that mechanic's time is worth \$.50 to \$.65 per minute, the growing shortage of trained people, more sophisticated \*vehicle\* components and longer \*vehicle\* life cycles; the industry must develop methods to increase productivity and measure the output to develop improved repair

training methods.

#### PRODUCTIVITY AT FEDERAL EXPRESS

Sid Gooch, senior fleet manager at Federal Express, describes some of the management methods used by his firm. He says, "We use our time cards and repair orders to compile productivity information. It's important to make sure that we get accurate information on these documents since correct information is vital for productivity measurement.

"What we look at for productivity is direct mechanic labor. We use to call it productive and non-productive. But when we talked to the mechanic about his not being productive, he did not necessarily agree. However, if we describe it as direct labor on the \*vehicles\*, then they're often more willing to discuss it and what can be done to help finish repairs more quickly. Indirect labor includes shop clean-up, parts handling, clerical, etc. Also, for productivity rates we look at only the hours worked. We do not include the holidays, personal time or vacation.

Gooch uses regional averages to determine standards for the operation. He compares these figures to district levels and then shop levels. He tries to adopt the highest values as goals for the rest of the people. He says the results will vary from shop to shop because of the local operation. At some locations, all the \*vehicles\* are maintained in a nice shop with a lift and tools and supplies readily available. At other locations, things may not be quite that nice. Technicians there may not have a lift. Indeed, they may not even be able to get a \*vehicle\* inside the \*shop\*. He takes all of this into consideration when looking for overall productivity \*improvements\*.

He points out, "Using separate \*time\* cards and \*repair\* orders gives us a checks-and-balance system. We look at the number of hours that are reported on our repair orders and compare the value to the number of direct hours reported on the timecard. If there is a substantial variance, there are some paperwork problems to be worked out. Correct input is a must before determining how to increase productivity.

Gooch describes how his computer reporting system, which goes down all the way to the mechanic level, is used by management. "In our operation we have 10 districts in a region with an average of about 12 shops per district. If a variance report indicates a variance, we can easily determine the shop that is affecting the number, then the mechanic."

He continues, "Another idea we use is called 'best demonstrated performance.' Basically, we go back and look through the work history of an individual and look for his best time for a particular job. If he has completed a job in that amount of time two or three times, then he should be able to duplicate that day after day. This is one of the guidelines we use."

Information is of no value unless action is taken. At Federal Express, this responsibility falls back on the fleet managers. They have to correct matters. First step is a discussion with the mechanic. Each mechanic is sent the numbers each month so he can see how he is doing. The manager then asks for possible reasons. The manager must determine if it is a systemic problem, if it is something in the work area, or something that the mechanic must work on personally. At this point, the manager must make certain that the goals are clear, that everyone agrees with the goals, and whether specific training is necessary.

Follow-up is critical. Gooch says, "We found that if we don't go back and check to make sure the plan is being accomplished, we'll still have the problem. To avoid such a situation, we establish a follow-up date and go back and follow through. If the performance continues to be poor, we write down what the person is actually producing and what we felt was a reasonable expectation. The employee is asked to write an action plan describing what he intends to do to help him meet the expectations. This has worked well for us. It involves the employees, and that's important because if the employees are not 'buying into' the program, it's difficult

" to get any productivity improvement."

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07881244 Supplier Number: 65835853 (THIS IS THE FULLTEXT)  
**ADP Collision Repair Services Expands Shop Management System Line With  
Release of Stellix Essentials.**

Business Wire, p0164

Oct 9, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 649

TEXT:

Business Editors

SAN RAMON, Calif.--(BUSINESS WIRE)--Oct. 9, 2000

To meet the unique needs of growing body shops, ADP Collision Repair Services, a leading provider of information services for the collision repair industry, and Akzo Nobel Coatings Inc. today announced the commercial release of Stellix Essentials, a modified version of its renowned collision repair management system, now called Stellix Pro.

Created specifically for growing body shops that require three or fewer users, Stellix Essentials is the only fully upgradeable entry-level shop management system on the market today. It goes beyond traditional "job costing" systems, and focuses, instead, on total operational efficiency.

As with Stellix Pro, the new Windows-based Essentials version contains productivity tools that reduce manual processes and improve operational efficiency. It also provides proven functionality and powerful reporting mechanisms, enabling shops to better manage their business, \*improve\* profitability and grow their business.

Useful reports give users a commanding position for tracking parts, production and labor, as well as \*repair\* \*delays\*.

"We have spoken to a number of \*shop\* owners who have been impressed by the management tools contained in Stellix Pro, but don't necessarily experience the volume of business for which the system is designed," said Anthony Spina, the Stellix product manager for ADP Collision Repair Services. "With Stellix Essentials, we have created a version of Stellix to better fit the needs of smaller body shops.

"Make no mistake, however, this is still a powerful, full-featured collision repair management system that will help shops increase productivity and profitability."

According to Spina, Stellix Essentials is primarily designed for collision repair facilities doing less than \$1 million in annual revenue. As shops grow and their management needs increase, the system can be easily upgraded to Stellix Pro without any loss of data or any need to learn a new application.

Stellix Essentials provides collision repair facilities with extraordinary tracking capabilities to improve productivity and efficiency. The system monitors technician production and job costing on screens that closely resemble the ones already used in body shop offices.

The ShopView(TM) feature provides instant at-a-glance views of all repair orders, including the status and alerts in parts, labor, production and sublet work.

"Stellix Essentials contains the critical features found in our Stellix Pro system, so users can be sure that they will have access to those powerful operational tools," said Spina. "Moreover, this new offering also comes with the option to add some features for additional costs, such as an interface to the other leading \*vehicle\* repair estimating systems and an interface to the primary accounting systems used by body shops in the U.S."

Stellix was developed jointly by ADP Collision Repair Services and Akzo Nobel. ADP Collision Repair Services is a strategic business unit of ADP Claims Solutions Group (CSG).

Headquartered in San Ramon, Calif., ADP CSG is a wholly owned subsidiary of Automatic Data Processing, Inc. (NYSE:AUD). ADP, with more than \$6 billion in revenues and 500,000 clients, is one of the largest independent computing services firms in the world.

ADP CSG provides the property and casualty industry and their business partners with integrated and independent information services for automotive, medical and property claims management in 18 countries. ADP

Claims Solutions Group is located at 2010 Crow Canyon Place, San Ramon, Calif. 94583; 925/866-1100. The company's web site can be found at <http://www.csg.adp.com>.

Akzo Nobel's North American \*Car\* Refinishes operation, headquartered in Atlanta, manufactures and markets Sikkens(R)-brand paint refinish systems to high-quality collision repair shops.

These products include Autocryl(R) acrylic urethane, Autobase(R) basecoat, Autoclear(R) clearcoat, a low VOC product offering that includes single stage Autocoat(R) Ultra LV, and Colorbuild(R), the industry's first true color undercoat. Akzo Nobel, headquartered in the Netherlands, is one of the world's leading companies in selected areas of chemicals, coatings, and healthcare products, with over \$14.5 billion in revenue.

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## Help via the Web

*Automotive Body Repair News*; Cleveland; Nov 2002; [John Yoswick](#);

Volume: 41

Issue: 11

Start Page: 70

ISSN: 01920995

Subject Terms: [Online information services](#)[Automotive repair services](#)[Paints](#)[Electronic commerce](#)[Online instruction](#)Classification Codes: 5250: *Telecommunications systems & Internet communications*8304: *Repair & maintenance services*9190: *United States*

Geographic Names: United States

US

### Abstract:

WEB-BASED TOOLS **BASF** was the first of the paint companies out of the gate with a set of Web-based business analysis tools for shops, giving a demo of its **VisionPlus** Online (VPOL) at NACE 2000, in Orlando, Fla. and launching the offering the following year after more than 100 shops had been using it in its beta form. Now with more than 400 regular users, VPOL (<http://visionplus.basf.com>) can provide a broad array of data and tools to help shop owners improve their businesses.

### Full Text:

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#### [Headnote]

Shop owners can increasingly look to the Internet for information, services from paint manufacturers. By John Yoswick, Contributing Editor



All the number of collision repair shops regularly using the Internet as part of their business grows, paint manufacturers are working to give shops plenty of reasons to visit their Web sites. Their efforts are, for the most part, getting good reviews from shop owners using the technology

Dave Graf, manager of Regal Auto Plaza Collision Center in Huntsville, Ala., says he has been ordering paint online for a couple years now. "It's really an efficient way of doing it, and it saves us money," he says.

Bob Sipos of Chardon Square CARSTAR in Chardon, Ohio, says the Web is a welcome tool because it provides "instantaneous feedback" from his paint provider. "I probably spend about 15 minutes a month entering data, and I immediately see how my numbers compare with the goals I entered and with other shops, including the top dogs," Sipos says.

The paint companies are quick to note that the move toward online ordering and support won't mean the end of your relationship with a jobber or paint rep.

"We don't see our Web-based tools and services as a replacement for our sales force or the business development managers we have out there helping our shop customers," says Bob Roewer, manager of eBusiness development for BASF's Automotive Refinish Regional Business Unit, in a statement echoed by other paint companies. "We see it as a way to use technology to offer even more support to shops. It gives both the shop and our people the tools and information needed to help us work together to help them improve their business."

Here's a look at some of what the paint company Web sites have to offer collision repair shops.

**PRODUCT AND TECHNICAL DAM** One of the true benefits of the Internet is the nearly instantaneous access it offers to current information. All of the paint company Web sites do a good job of making it easy to get information shops previously had to wait for a jobber or paint rep to supply.

Check out PPG's Web site

([www.PPGrefinish.com](http://www.PPGrefinish.com)) or Akzo Nobel's Web site ([www.AkzoNobelCarPefinishes.net](http://www.AkzoNobelCarPefinishes.net)), for example, to download Material Safety Data Sheets (MSDS) for all of those companies' products. Or visit the Sherwin-Williams Web site ([www.sherwin-automotive.com](http://www.sherwin-automotive.com)) for product and technical brochures, manuals and forms. The Valspar Web site ([www.valsparrefinish.com](http://www.valsparrefinish.com)) also includes information on its shop and painter certification programs, as well as its warranty program.

Running into problems in the paint booth? Many of the sites offer trouble-shooting advice. The Matrix System Automotive Finishes Web site ([www.matrixsystem.com](http://www.matrixsystem.com)), for example, explains causes and cures for everything from fisheyes and mottling to lifting and water blisters. The site also makes it easy to order free product samples.

**TRAINING INFORMATION:** The DuPont Performance Coatings (DPC) Web site ([www.performancecoatings.dupont.com](http://www.performancecoatings.dupont.com)) includes a training section that outlines training available for users of DPC product lines (which includes Standox and Spies Hecker).

"The site includes course descriptions, lists the prerequisites, and shows the dates and locations of classes," says Catherine Marchand, e-business manager for DPC. "Shops can then work with their DPC rep or jobber to register online."

Similarly, the Martin-Senour Web site ([www.martinsenour-autopaint.com](http://www.martinsenour-autopaint.com)) explains the nearly 20 courses the company offers. It also includes a current class schedule for its five training centers.

**COLOR FORMULATIONS:** Why wait for updates on color formulations when the latest information is immediately available via the Internet? [@Sherwin-Williams](#), for example, has made color information available through a password-protected portion of its Web site for several years.

"It's updated daily at 5 a.m., so there's no waiting for the most current color information," says Todd McClure, manager of e-commerce for [@Sherwin-Williams](#).

McClure says [@Sherwin-Williams](#) is also piloting a program with about 20 shops that are using a "smart scale" tied to the Internet. As a painter mixes using the formulas called up via the Internet, the system monitors and adjusts, for example, for over-pouring. The system tracks this type of information and provides the shop owner with management reports to help improve paint department performance. McClure says the program is likely to be rolled out near the end of 2002.

[@Akzo Nobel](#), too, offers its customers access to the most current color formulas through the "Mixit Online" section of its Web site.

In addition to color formulations, the DuPont Performance Coatings Web site includes other useful color news and information, Marchand says, including color styling, shading and color matching tips and information.

**ONLINE ORDERING:** Some of the paint companies have enabled shops to order paint online.

[@Sherwin-Williams](#)'s McClure says part of the benefit of mixing using online formulas is how easy it can make the ordering process.

"If you're pouring a toner and realize it's getting low, click on that toner in the formula and it can be added to your online shopping cart, and your order can be sent directly to the [@Sherwin-Williams](#) store or jobber," he says.

[@BASF](#) has also seen increasing traffic through its e-commerce site ([www.bodyshopmall.com](http://www.bodyshopmall.com)) that allows online ordering of paint and supplies. The site logged its 10,000th order about a year after its launch.

"Both the volume of orders and the rapid acceptance of this new technology by our collision repair facilities frankly exceeded our initial projections," says Al Winterman, [@BASF](#) Automotive Refinish vice president. "It confirmed our thinking that our industry is moving toward online ordering and Web-based business analysis."

**WEB-BASED TOOLS** [@BASF](#) was the first of the paint companies out of the gate with a set of Web-based business analysis tools for shops, giving a demo of its **VisionPlus** Online (VPOL) at NACE 2000, in Orlando, Fla. and launching the offering the following year after more than 100 shops had been using it in its beta form. Now with more than 400 regular users, VPOL (<http://visionplus.basf.com>) can provide a broad array of data and tools to help shop owners improve their businesses.

"With Vision Plus Online, you can enter your shop's data and see hundreds of benchmarking options, best practices and planning tools, all customized to your own business," says Guy Bargnes, director of marketing for [@BASF](#)'s Automotive Refinish Regional Business Unit. "It's a set of tools that a shop can

use to measure and improve its operations and plan long-term financial strategies."

A OBASF customer visiting the site can start by entering some basic information about his or her business to receive an instant "snapshot" of the business' performance, including key indicators and comparisons. The shop owner can use this report to pinpoint weaker areas in his or her business--and then find suggestions for improvement. Eleven aspects of the business--such as parts, sales and marketing, productivity, etc.--are evaluated. A click on any of these topics brings up a checklist of 10 to 40 'best practices' that the shop owner can use to improve the businesses' performance in that area, including ready-to-use forms or worksheets.

"Here's information to solve the shop owner's biggest headache, and he got to it at the second click," says OBASF's Roewer. "He didn't have to dig through a 36-page report just to find some number that confirms what he thinks his biggest problem is, and still might not offer any solutions. He just says, 'This is the thing that's driving me nuts every day,' and click, here's the solution."

By entering monthly financial data, the shop owner can use VPOL over time to generate analyses, progress reports and industry comparisons. Roewer says new interactive worksheets that are being added to the system will help shops determine how different employee pay plans will impact their bottom lines, or how different shop staffing or layout designs will impact production levels.

"This stuff isn't magic-if you spent enough time on it, you could figure it out on your own," Roewer says. "VisionPlus Online just makes it easy and enables you to see how you're doing, how that performance compares, and how it could be improved."

Planning a new shop or a remodel? VPOL includes 15 model facility plans, ranging from 7,000-sq. ft. to more than 32,000-sq. ft. Roewer says OBASF's facility layout service is efficient and economical thanks in large part to a Web-based checklist of owner needs and preferences.

"When planning a new building, shop owners often get a layout designed and then think of two or three things that require it to be changed," Roewer says. "That adds to the time and expense of the process. The VisionPlus Online planning checklist questions can help shop owners think about more of those types of things up front, to help them get the design they want sooner."

One of the enhancements being added to VPOL, Roewer says, will allow users to quickly determine at any time how much "capacity" they have to sell. A shop using the system has already entered information on the number and productivity of its technicians and the average amount of labor per repair order.

"So by entering just two more numbers-how many cars are in process and how many are standing by-at any time, the shop owner can find out, for example, that the shop has 90 labor hours left to sell in the next five days," Roewer says.

#### SHOP SEARCH ENGINES AND LINKS:

While the automotive refinishing sections of the paint companies' Web sites are aimed primarily at shops, some include information for consumers-including shop locator search engines at many of the sites. PPG's Web site, for example, helps consumers locate a nearby shop participating in its "Certified First" network.

Some of the sites make this service even more valuable to shops by enabling registered users to link their

shop's Web site to the listing within the paint company's shop locator.

ONLINE CLASSIFIEDS: "As we have developed our Web site, we tried to look at the more critical needs of our customers, and they told us they were always looking for good employees," says DuPont's Marchand. "We put a section-DPC JobTrack-on our site that's essentially a job clearinghouse. A shop can post a job opening whether it's for a painter or body tech or any kind of employee. And painters or other professionals can post their resumes. So it's a two-way clearinghouse."

Marchand says that resumes are posted, for example, for all recent graduates of the Universal Technical Institute, one of the country's leading trade schools.

Registered users can even set up the system to regularly check the database for job postings or resumes and automatically send them that information via e-mail.

Coaxing rather than coercion

All of the paint manufacturers say their goal is not to force shops to use the Internet for information and help but rather to make them want to do so.

"Many people are afraid it's going to be a productivity drain and not be an improvement, and they like and need the human interaction they've had with a person-a jobber or rep-they may have dealt with for many years," Marchand says. "I think as more shops give it a try, however, they will come to see it does offer benefits, and for some things it may be faster, better or less expensive than what they're doing now. We're trying to offer something that entices them to come and use the Internet on a regular basis because it has more value to them than doing things the old way."

#### [Sidebar]

Help Online

#### [Sidebar]

PPG

<http://www.PPGrefinish.com>

ⓈAkzo Nobel

<http://www.AkzoNobelCarRefinishes.net>

ⓈSherwin Williams

<http://www.sherwin-automotive.com>

Valspar

<http://www.valsparrefinish.com>

Matrix

<http://www.matrixsystem.com>

ⓈBASF

<http://visionplus.basf.com>

<http://www.bodyshopmall.com>

DuPont (incl. Standox and Spies Hecker)

<http://www.performancecoatings.dupont.com>

Martin Senour

<http://www.martinsenour-autopaint.com>

**[Author note]**

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Paint company value-added programs & services  
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It's been a year-and-a-half since the concept of banner programs--whether paint company, distributor or independently sourced--was first highlighted. (See Banner Mania, Dec. 1994). Since that time, virtually all of the paint manufacturers have been busy either developing new value-added programs or overhauling the existing ones; in some cases both. While all of the paint companies offer value added services, not all are marketed under a specific banner program. Therefore, the purpose of this compilation is not solely to highlight the banner, but to provide a glimpse into the depth of non-product related services available to the Canadian autobody repair trade. Without a doubt, the paint manufacturers realize that they are not just selling refinish products to the shops any more. And as the total autobody repair market continues to decline, it's the use of these added services that have the potential to help a bodyshop remain in business and stay profitable.

Those at the paint company level who are involved with the marketing of these value-added programs, appear to be of one mind as to the characteristics of the shop owners/managers who take advantage of the programs. ``A keen interest in maximizing business potential and profitability through labor productivity improvements,' is how Georgina Sweeney, marketing service manager at PPG Canada, defines one of the characteristics. ``They're looking for every opportunity to set themselves apart from the rest of the pack,' cites Patrick Laurence, director of sales and marketing at Sherwin-Williams. ``Forward-thinking'', ``leaders in their markets'', and ``eager to grow into the next century'', are some of the phrases used by Norma Boal, of American Standox's added value marketing department. (At press time, \*BASF\* Canada was in the process of re-engineering its value-added service offerings under a banner known as \*Vision\* \*Plus\*. Spies Hecker Canada is also evaluating its value-added services, possibly under a banner, or separately. Information pertaining to value-added services from these two companies will be profiled in a later issue of BODYSHOP).

#### AKZO NOBEL ACOAT SELECTED PHILOSOPHY

Acoat selected is designed to assist today's collision repair center managers in refining skills in productivity enhancement, strategic planning and marketing plan implementation. The program is consultant driven and tailored to meet the needs of shop owners who seek to differentiate their businesses through identifying and meeting goals in productivity, efficiency, customer service, market share and profitability.

#### CANDIDATES

For a shop owner to enter the Acoat selected program as an Associate, he/she must meet strict criteria set for materials and equipment, office, warranty, education, and time and resources. Some of the specifics include:

- use Akzo/Sikkens paint exclusively.

- have a well lit, attractive and clean workshop.

- have a pressurized spraybooth.

- have equipment capable of making multiple pulls, a 4-point measuring system

- and an accurate source of vehicle dimensions.

- have a 4-wheel alignment rack or quality sublet available.

- have a computerized management system that will provide automated estimates, job cost capacity/employee efficiencies, departmental sales analysis, plus a P-page logic estimating system.

- provide a written lifetime warranty on paint and labor.

- participate in the Akzo Product Assurance Plan.

- be willing to have recent repair orders subjected to a CSI audit technical staff must have technical education plan in place to attain

I-CAR

- Gold Class standard or equivalent.

Upon completing the Associate phase (a minimum of one year), members may gain full access to the Partner program. Partner status requires further criteria be met, including the attendance of two 3-day seminars, submission of information and attendance in 20 Groups, annual business plans, and ongoing CSI program.

#### COSTS

Both the initial and yearly fee for Acoat selected are \$6,800.

#### BENEFITS

The emphasis of the program is shop management and business development. Acoat selected members gain admittance to training seminars and networking events. The educational curriculum consists of in-depth, yet practical, two-to three-day seminars conducted in either a classroom setting or a shop environment. The cornerstone of networking is the biannual 20 Group. These are meetings of 10 to 20 non-competitive shops who come together to share ideas and create shop specific action plans.

Each member shop is assigned an Akzo Nobel business development manager who acts as a consultant. The consultant's roles are to provide an objective outsider's view of the operation, assist in setting short- and long-term objectives, and help facilitate the implementation of formulated action plans.

To speed the implementation of ideas, the Acoat selected program offers more than 115 industry-specific tools classified in the following key areas of business management: finance (analysis, forecasting, budgeting), human resources, sales and marketing, production scheduling, parts and materials control, safety, strategic planning, and standardization of procedures. These templates are customized by the consultant to meet the specific needs of each member shop.

#### OTHER SERVICES PROVIDED

Outside of the Acoat selected program, Akzo Nobel offers the following services to its customers: facility planning and design, facility analysis, information technology, technical training, sales and management training, Services Conference, Mixit.  
INFORMATION CONTACT

Michel Guerette, business development manager, Akzo Nobel. Call (416) 674-6633 or 1-800-361-4655.

#### AMERICAN STANDOX PARTNERSHIP IN EXCELLENCE (PIE)

##### PHILOSOPHY

American Standex's Partnership in Excellence (PIE) program is a ``customer-oriented and customer-driven added value partnership'' for bodyshops. PIE is designed around the principle of networking with fellow Standex users under a common image of advanced professionalism, innovative management and business excellence. Counterpart programs have been in effect in number of European countries Standex serves since the late-'80s.

##### CANDIDATES

Membership in PIE is not based on volume although bodyshops will have to use Standex products exclusively. Application for membership in PIE is open to the full customer base. On-site evaluations by Standex personnel to assure bodyshops meet the membership criteria is a requirement. Criteria focuses on technical requirements, marketing requirements certification and evidence of ongoing training.

##### COST

There is a one-time membership fee of \$1,250 and annual renewal costs of \$625 are involved.

##### BENEFITS

A key component of PIE is user group weekends to provide a forum for the exchange of ideas and the staging of seminars for successful business growth.

PIE is to connect each shop's business team with services such as marketing programs, management strategy and training programs, computerized shop management and financial analysis, market research, CSI, bodyshop design services, frequent buyer program and the Standex Lifetime Warranty.

Some specific points to a couple of these services include:

1. Business plan creation--PIE management consultants are trained to help a shop:

analyze its business

research its competitors

recognize current industry trends

understand its market

identify the key strengths and weaknesses of the business

outline shop operations, and

plan for the future.

2. Frequent Buyer Program--Every time a PIE member makes a Standox paint purchase, he is earning redeemable 'Bowtie Bucks' (based on 2% of the paint purchase) towards any or all of the following PIE services:

training courses and seminars (both product & paint, and management & marketing)

promotional items and other items that contribute to the development of the business, and

trips and tours.

#### CONTACT

Norma Boal, Added Value Marketing, American Standox Inc., Plymouth Michigan. Call (313) 416-2147.

#### DUPONT CANADA ASSURANCE OF QUALITY

#### PHILOSOPHY

The Assurance of Quality (AOQ) program is designed to help collision repair shops promote their business and services in the following areas:

helps turn more estimates into repair orders

equips them with the tools to attract new customers

helps build repeat and referral business

''Our main objective is to help make our customers more successful,'' says Wayne Hazelton, DuPont's refinish marketing manager. ''The high public awareness of the DuPont name and the strong reputation it enjoys is the foundation of our marketing support program and we encourage our customers to take full advantage of it.''

#### CANDIDATES

Shop candidates for the AOQ program must be reputable and provide good quality work. Employees must take the appropriate training and the shop itself must have a presentable customer reception area.

#### COSTS

There is an initial fee of \$418 for the AOQ program.

#### BENEFITS

Program-specific material for AOQ consists of a reception area videotape, radio demo commercial, advertising advisory kit, clock, window decals, consumer leaflets and display easel, 'in case of accident' leaflet, care folder, consumer wall poster, plastic tacker sign and (optionally) interior and exterior lit signs.

#### OTHER SERVICES PROVIDED

Other value-added services outside the AOQ program include DuPont's warranted paint systems, a variety of technical and shop management training, third-party financial analysis and benchmarking service, shop layout and design services, a Profiting from Environmental Responsibility program, a national toll-free customer help line staffed by refinish experts, plus several leading edge, one-day Body-shop Management Training courses:

1. Building Your Business in the '90s--teaches how to bring more business into the shop; form better relationships with insurance companies; find, keep and motivate good people.

2. Smart 1--teaches how to run a successful repair shop by building a marketing plan; positioning the business against the competition; running the business by the numbers; and maximizing production efficiency.

3. Smart Money--designed to give the financial tools, skill and strategies necessary to improve profitability and win in today's marketplace.

#### CONTACT

DuPont's toll-free Customer Help Line. Call 1-800-668-6945.

#### ICI AUTOCOLOR PARTNERSHIP PLUS

#### PHILOSOPHY

The Partnership Plus program is a collection of value added programs and services designed to improve business development, efficiency and control for bodyshop owners and managers. Partnership Plus offers a menu of programs and services that allow owners and managers a choice of tools to improve the profitability of the business.

The tools offered under the banner fall into three categories: programs and services, personalized inshop consulting, and Integrated Shop Management training. Each of these tools is designed to improve an aspect of the facility's business development (getting customers into the shop), efficiency (getting customers' work through the shop), and control (achieving customer satisfaction and profitability).

ICI Autocolor believes that it is no longer enough to be merely a paint supplier. It must become a business supplier. Only by working together can bodyshops, distributors and ICI Autocolor remain successful in today's competitive market.

#### CANDIDATES

ICI Autocolor states that the best candidates for Partnership Plus are bodyshop professionals who have a desire to invest in, and grow, their business. A 'qualification checklist & enrollment form' that details recommended standards for cleanliness, equipment, safety and health, product and business philosophies is filled out by the interested

bodyshop. Partnership Plus members must use ICI Autocolor 2K and/or Aquabase product systems. The Integrated Shop Management courses are offered to any shop, including those who use competitive brands of paint.

#### COSTS

There is no sign-up fee to join the program. Members pay for courses and services as they use them. They are also encouraged to take advantage of courses and services to meet their own needs to improve. There is no minimum or maximum usage of the services.

#### BENEFITS

As a member of the program, bodyshops receive several benefits for no sign-up fee including; reduced pricing on Integrated Shop Management courses, reduced pricing on program materials and forms, exclusive business services (profitability monitoring, shop layout and design, CSI, consulting), program manuals, '12 Month Development Plan', membership plaque, profit potential analysis, and toll-free support.

#### OTHER SERVICES PROVIDED

Partnership Plus offers a menu of programs and services that allows bodyshop owners and managers a choice of tools to improve shop profitability. The tools offered under the banner fall into three categories: programs and services, personalized in-shop consulting, and Integrated Shop Management training; each of which is designed to improve an aspect of the facility's business development, efficiency and control.

#### CONTACT

To register or for more information on Partnership Plus, call 1-800-227-7516, extension P-L-U-S ((7587). For information on the Integrated Shop Management classes and consulting services offered under this program, call 1-800-708--PLUS. Both of these numbers are staffed from 8am-5pm EST, Monday to Friday, and have a 24 hour answering system.

#### PPG CANADA MAXIMUM VELOCITY PERFORMANCE (MVP)

#### PHILOSOPHY

To help collision repair shops improve productivity, increase profitability and achieve Maximum Velocity Performance. ``The MVP program is not merely a gimmick to sell paint,' ' says Tom Craig, vice-president of PPG Automotive Refinish Group. ``On the contrary, since PPG has a vested interest in seeing our customers grow and prosper, our goal is to provide the kind of in-depth consultation and support required to make a significant contribution to the success of our collision repair partners.' '

#### CANDIDATES

Candidates for the MVP program are screened and selected by the PPG Canada management staff. There are three phases to the program. Phase 1 is open of all interested bodyshops. For phase 2 and phase 3, shops must use PPG refinish products as well as a list of PPG recommended products in order to be able to offer the lifetime refinish guarantee.

#### COSTS

No costs are involved for the MVP Productivity Analysis or the Certification Program.

#### BENEFITS

A major element of the program is the MVP Productivity Analysis, which

generates hard data on the performance of selected bodyshops and compares that data with benchmarks PPG has developed by working with the MVP shops across North America (actual information pertaining to individual bodyshops is kept strictly confidential).

The analysis begins with an initial consultation followed by a thorough evaluation of the total bodyshop operation, including analysis of metal shop, paint department, body repair and paint equipment and personnel, plus a sales and profit evaluation, safety check-up and a critique of the shop's overall marketing program and image. Data compiled during this evaluation enables PPG productivity experts to calculate critical measurements judged key to analyzing productivity, such as percent of gross profit on labor sales, gross profit per technician clock hour, and refinish material gross profit as a percentage of refinish labor sales. In all, 29 primary productivity measurements are taken of a bodyshop's performance, forming the basis of total productivity analysis where PPG consultants develop suggestions for improving productivity. Phase 2 and Phase 3 evaluation is even more detailed.

Acceptance into the MVP Program also includes enrollment in the Shop Certification Program, which will enable the bodyshop to offer a lifetime guarantee (valid to original purchaser only) on any paint work done according to PPG's certification standards. The certification program also offers technician training, marketing support, a technician's hotline and other benefits.

#### OTHER SERVICES PROVIDED

Other aspects of the MVP Program include management training seminars, bodyshop design and layout service, free radio and television commercials and ad slicks, image brochures and posters, indoor and outdoor illuminated and non-illuminated signage, and a shop operations manual.

INFORMATION CONTACT

MVP Headquarters. Call (216) 572-6199.

SHERWIN-WILLIAMS A-PLUS

#### PHILOSOPHY

Sherwin-Williams Automotive Finishes has created A-Plus to form an international network of shops that reflect the highest standards in the collision repair industry.

#### CANDIDATES

Membership is reserved for shops that meet specific and fairly extensive membership criteria. Sherwin-Williams asks that A-Plus shops meet the following requirements:

Use Sherwin-Williams Premium Undercoat System and Ultra System basecoat/clearcoats as the main refinishing system according to S-W recommendations.  
Comply with all federal, provincial and local regulations pertaining to bodyshops.

Employ qualified technicians who are I-CAR or equivalent certified in refinish and body repair responsibilities.

Provide an ongoing employee training program by using various training sources available through I-CAR or Sherwin-Williams.

Use the following:

structural --A 4-point clamping system to secure vehicles while making repairs.

service --Electrical and hydraulic pulling equipment appropriate to the offered.

--Equipment capable of making three-dimensional measurements.

repaired. --Current dimensional guides appropriate to the vehicle being

--A computerized estimating system.

Use appropriate welding equipment that meets vehicle manufacturers' requirements.

and Replace or restore a vehicle's mechanical and structural components to their pre-accident condition to ensure vehicle integrity, durability and safety.

Replace all safety devices and restore vehicle corrosion protection to manufacturer's recommendations.

Provide at least a minimum 1-year written limited warranty on all repairs.

Maintain a clean, professional environment for receiving customers.

Meeting qualifications and use the Sherwin-Williams A-Plus Lifetime Guarantee Program.

service Monitor the shop's customer service index through a third-party such as Sherwin-Williams' Customer Satisfaction program.

Adhere to the Code of Ethics issued by the Society of Collision Repair Specialists (SCRS) and endorsed by S-W.

#### COSTS

For a one-time membership fee of \$675, A-Plus members gain access to all of the products and services with the Sherwin-Williams Advantage Programs. This fee includes training programs and merchandising elements as well as significant discounts on additional programs.

#### BENEFITS

After joining, A-Plus members receive free the following resources that are designed to help maximize shop performance, both operationally and financially:

bodyshop analysis

Advantage marketing program

The Benchmark customer service index program

special discounts in the Collision Repair Design Service

Advantage Shop Management Training course

Collision Repair Industry Insight monthly newsletter

access to Insight's I-NET electronic information system.  
brochures, signage and assorted merchandising items.

#### OTHER SERVICES PROVIDED

A-Plus members are also entitled to special discounts and services such as 20% off the Collision Repair Design Service and the Benchmark Operational Analysis Program. If a shop does not qualify to be an A-Plus member based on the required membership criteria, the Advantage programs can still be offered to that shop on an a la carte basis.

#### CONTACT

Patrick Laurence, director of sales and marketing, Sherwin-Williams Automotive Finishes. Phone (905) 890-1600 or fax (905) 890-0462. COMPARISON CHART

GENERAL  
Company

Program Name	ICI Autocolor	PPG Canada
	Partnership Plus	Maximum Velocity Performance (MVP)
Date Established	1995	1995
Initial Fee	\$0	\$0
Yearly Renewal Fee or Percentage	\$0	\$0
Required Shop Criteria	Yes	Phase 1--No Phase 2 & 3--Yes

#### MARKETING

Program Specific		
Point of Sale Material	Yes	Yes
Program Specific		
Exterior Signs	No	Yes
Initial Fee Includes		
Basic POS Material/Signage	Yes	Yes
Newspaper/Yellow		
Pages Ad Slicks	Yes	Yes
Manufacturer Supported		
Co-op Advertising	No	No
Sample Press Releases	Yes	Yes
Program Specific		
Marketing Training	Yes	Yes
Direct Insurance Company		
Marketing Program	No	No

#### MANAGEMENT

Third-Party CSI Program	Yes	Yes
Third-Party Financial Analysis/Benchmarking Service	Yes	No (in-house)
Program Specific		
Management Training	Yes	Yes
Shop Layout/ Design Service	Yes	Yes

Buying Group/  
 Program Partners  
 COMPARISON CHART -- continued  
 GENERAL  
 Company

No

No

American  
 Standox

Sherwin-Williams  
 Automotive  
 Finishes

Program Name

Partnership in  
 Excellence  
 (PIE)

A-Plus

Date Established

Dec. 1995

Dec. 1994

Initial Fee

\$1,250

\$675

Yearly Renewal Fee

\$625

\$0

or Percentage

Required Shop Criteria

Yes

Yes

MARKETING

Program Specific

Point of Sale Material

Yes

Yes

Program Specific

Exterior Signs

Yes

Yes

Initial Fee Includes

Basic POS Material/Signage

Yes

Yes

Newspaper/Yellow

Pages Ad Slicks

Yes

Yes

Manufacturer Supported

Co-op Advertising

Yes

No

Sample Press Releases

Yes

Yes

Program Specific

Marketing Training

Yes

Yes

Direct Insurance Company

Marketing Program

Yes

No

MANAGEMENT

Third-Party CSI Program

Yes

Yes

Third-Party Financial

Analysis/Benchmarking

Service

Yes

Yes

Program Specific

Management Training

Yes

Yes

Shop Layout/

Design Service

Yes

Yes

Buying Group/

Program Partners

Yes

No

COMPARISON CHART -- continued

GENERAL

Company

DuPont  
 Canada

Akzo  
 Nobel

Program Name

Assurance  
 of Quality  
 (AOQ)

Acoat  
 Selected

Date Established

1999

Nov. 1994  
 (in Canada)

Initial Fee

\$418

\$6,800

Yearly Renewal Fee

or Percentage

\$0

\$6,800

Required Shop Criteria

Yes

Yes

MARKETING

Program Specific

Point of Sale Material

Yes

Yes

Program Specific

Exterior Signs

Yes

Yes

Initial Fee Includes

Basic POS Material/Signage

Yes

Yes

Newspaper/Yellow

Pages Ad Slicks

Yes

Yes

Manufacturer Supported	No	No
Co-op Advertising	Yes	Yes
Sample Press Releases		
Program Specific		
Marketing Training	Yes	Yes
Direct Insurance Company		
Marketing Program	No	Yes
MANAGEMENT		
Third-Party CSI Program	No	Yes
Third-Party Financial		
Analysis/Benchmarking		
Service	No	No (in-house)
Program Specific		
Management Training	Yes	Yes
Shop Layout/		
Design Service	No	Yes
Buying Group/		
Program Partners	No	No

SPECIAL FEATURES: illustration; table

COMPANY NAMES: PPG Canada; \*BASF\* Canada; Spies Hecker Canada; ICI  
Autocolor; PPG Automotive Refinish Group; Sherwin-Williams Automotive  
Finishes; A-Plus

TRADE NAME(S): Sherwin-Williams Premium Undercoat System; Ultra System

Your SELECT statement is:

s (TQM or total()quality()management) and ((auto? or vehicle?)(4n)(body  
or repair? or mechanic?)(4n)(shop? or center? or store?))

Items	File
1	1: ERIC_1966-2003/Aug 13
>>>File 15 processing for AUTO? stopped at AUTOPEN	
26	15: ABI/Inform(R)_1971-2003/Aug 14
>>>File 16 processing for AUTO? stopped at AUTOIOMMUNE	
1	16: Gale Group PROMT(R)_1990-2003/Aug 14
Processing	
>>>File 20 processing for AUTO? stopped at AUTOLEARN	
1	20: Dialog Global Reporter_1997-2003/Aug 14
1	35: Dissertation Abs Online_1861-2003/Jul
>>>File 47 processing for AUTO? stopped at AUTONETIC	
3	47: Gale Group Magazine DB(TM)_1959-2003/Aug 06
7	75: TGG Management Contents(R)_86-2003/Jul W4
Examined 50 files	
>>>File 88 processing for AUTO? stopped at AUTOMATIONS	
4	88: Gale Group Business A.R.T.S._1976-2003/Aug 07
1	122: Harvard Business Review_1971-2003/Jul
Examined 100 files	
>>>File 148 processing for AUTO? stopped at AUTOIDLE	
16	148: Gale Group Trade & Industry DB_1976-2003/Aug 14
1	180: Federal Register_1985-2003/Aug 14
Examined 150 files	
1	262: CBCA Fulltext_1982-2003/Aug
Examined 200 files	
Examined 250 files	
Examined 300 files	
>>>File 484 processing for AUTO? stopped at AUTOMATUS	
7	484: Periodical Abs Plustext_1986-2003/Sep W1
2	485: Accounting & Tax DB_1971-2003/Aug W1
1	492: Arizona Repub/Phoenix Gaz_19862002/Jan 06
2	541: SEC Online(TM) Annual Repts_1997/Sep W3
Processing	
Examined 350 files	
1	547: Experian Business Credit Profiles_2003/Aug W2
5	553: Wilson Bus. Abs. FullText_1982-2003/Jun

!

Set	Items	Description
S1	81	(TQM OR TOTAL()QUALITY()MANAGEMENT) AND ((AUTO? OR VEHICLE- ?) (4N) (BODY OR REPAIR? OR MECHANIC?) (4N) (SHOP? OR CENTER? OR - STORE?))
S2	53	RD (unique items)
S3	50	S2 AND PY<=2000
S4	49	S3 AND (DELAY? OR TARDY OR TARDINESS? OR LATE OR TIME OR L- APSE?)
S5	26	S3 AND (DELAY? OR TARDY OR TARDINESS? OR LATE) — <i>KMIC</i>
S6	0	S5 AND ((MEASUR? OR ASSESS? OR ANALY? OR EVALUAT?) (3N) (DE- LAY? OR TARDY OR TARDINESS? OR LATE))
S7	1	S5 AND ((MEASUR? OR ASSESS? OR ANALY? OR EVALUAT?) (10N) (D- ELAY? OR TARDY OR TARDINESS? OR LATE)) — <i>KMIC</i>
File	1:ERIC	1966-2003/Aug 13 (c) format only 2003 The Dialog Corporation
File	15:ABI/Inform(R)	1971-2003/Aug 14 (c) 2003 ProQuest Info&Learning
File	16:Gale Group PROMT(R)	1990-2003/Aug 14 (c) 2003 The Gale Group
File	20:Dialog Global Reporter	1997-2003/Aug 14 (c) 2003 The Dialog Corp.
File	35:Dissertation Abs Online	1861-2003/Jul (c) 2003 ProQuest Info&Learning
File	47:Gale Group Magazine DB(TM)	1959-2003/Aug 06 (c) 2003 The Gale group
File	75:TGG Management Contents(R)	86-2003/Jul W4 (c) 2003 The Gale Group
File	88:Gale Group Business A.R.T.S.	1976-2003/Aug 07 (c) 2003 The Gale Group
File	122:Harvard Business Review	1971-2003/Jul (c) 2003 Harvard Business Review
File	148:Gale Group Trade & Industry DB	1976-2003/Aug 14 (c) 2003 The Gale Group
File	180:Federal Register	1985-2003/Aug 14 (c) 2003 format only The DIALOG Corp
File	262:CBCA Fulltext	1982-2003/Aug (c) 2003 Micromedia Ltd.
File	484:Periodical Abs Plustext	1986-2003/Sep W1 (c) 2003 ProQuest
File	485:Accounting & Tax DB	1971-2003/Aug W1 (c) 2003 ProQuest Info&Learning
File	492:Arizona Repub/Phoenix Gaz	1986-2002/Jan 06 (c) 2002 Phoenix Newspapers
File	541:SEC Online(TM) Annual Repts	1997/Sep W3 (c) 1987-1997 SEC Online Inc.
File	547:Experian Business Credit Profiles	2003/Aug W2 (c) 2003 Experian
File	553:Wilson Bus. Abs. FullText	1982-2003/Jun (c) 2003 The HW Wilson Co
?		

00701167/9  
DIALOG(R)File 15:ABI/Inform(R)  
(c) 2003 ProQuest Info&Learning. All rts. reserv.

00701167 93-50388  
Total quality management: Adopting a customer-oriented philosophy (part 1)  
Katz, Ray; Greco, JoAnn  
Nonprofit World v11n2 PP: 18-24 Mar/Apr 1993 ISSN: 8755-7614  
JRNL CODE: NWR  
DOC TYPE: Journal article LANGUAGE: English LENGTH: 7 Pages  
WORD COUNT: 2502

ABSTRACT: An increasing number of nonprofit organizations are using the principles of total quality management (TQM) to help them save money and please customers. Some of the key points behind TQM are: 1. Change the organization and focus on the customer. 2. Learn to look at the organization as a series of processes and stabilize and continuously improve those processes. 3. Collect and analyze data to find true solutions to preventable problems. 4. Start small and continuously work to improve knowledge and skills.

TEXT: Today's organizations are deep in a management crisis--we all know that. Figuring out what to do about it is, however, very difficult. And in the often-beleaguered climate that accompanies life at a nonprofit, times like these can be especially trying.

A true story illustrates the often desperate measures executives can resort to as they search for answers. Several years back, hundreds of employees at a major social service agency were ushered into a room. A high level official proceeded to read a statement, without pause or interruption for nearly an hour as the assemblage sat quietly. The subject of the talk was "participative management." His heart was in the right place, but the irony behind his delivery is typical of much of today's traditional management.

Among corporations and, increasingly, among some nonprofits, a way out of the crisis is emerging: total quality management. Practitioners in many fields within the nonprofit sector have already found unexpected ways to save money and, most important, to please customers:

\* The University of Pennsylvania saved \$150,000 per year by altering the schedule for emptying trash containers.

\* The Sacred Heart League, a Catholic charity based in Walls, Mississippi, reduced its annual expenditures on computer ribbons by more than \$30,000--without switching to a cheaper ribbon.

\* On the South Side of the city of Madison, Wisconsin, home burglaries declined by 28 percent over three years. The police department achieved this while spending was cut in that district.

\* Emergency room waiting time at the University of Michigan's Medical Center was cut from an average of 127 minutes to an average of five minutes. In addition, operating costs were trimmed by \$250,000 over two years.

\* In Brooklyn, New York, George Westinghouse Vocational and Technical High School saw the number of students who failed every class drop from 151 to 91 in little more than a month.

How did they do it? By focusing on the customer, adjusting their methods of operation, and using statistical and other analytical tools. In short, by adopting many of the principles championed by a 93-year-old statistician and management consultant, Dr. W. Edwards Deming. Long admired in Japan, Dr. Deming saw his ideas become increasingly popular in this country during the 1980s. During the 1990s, nonprofits are increasingly applying the

principles of total quality management, or TQM, to fulfill their own missions.

"TQM is the first management philosophy to come along that hasn't struck me as simply faddish," says Peter Engbretson, executive director of The Philadelphia Ranger Corps, a group working to train high school graduates for service in the city's parks department. "As a sociologist, I find the whole systems-based working of TQM very engaging."

This article will briefly examine some of the key points behind TQM and illustrate how nonprofits are using these principles.

#### KEY POINT 1: CHANGE THE ORGANIZATION. FOCUS ON THE CUSTOMER.

The first, crucial step can be the most difficult: define your customer. "The hardest part is determining what the customer requires and then translating that into the organization's capabilities," says Frank Topper, quality coordinator at the University of Pennsylvania. "Start by asking yourself: What are we in the business of doing? no are we serving? hat are their requirements? How can we measure to see if those requirements are being met?"

A typical nonprofit serves several layers of customers. First is your primary customer. At a university, that's the student; at a hospital, the patient; in a social service agency, the clients. Funding sources, foundations, individual donors, government agencies may be secondary (but still very important) customers. And don't forget internal customers: The people who work for the organization (teachers, doctors and nurses, social workers) must get the support, supplies, training, and, most important, leadership to enable them to contribute effectively to the organization's overall mission.

Topper says the University opted to focus o this last segment of customers. "Administrative services support all 12 schools in areas such as finance, facilities management, public safe, human resources, and revenue-generating services," he says. "Our thoughts were that, initially, we would concentrate on reducing the administrative burdens placed on the faculty and others so that they could focus on the primary functions of the University: research and education."

Changing the organization to put the emphasis on the customer requires such steps as the following:

1. DRIVE OUT FEAR. Deming contends that managers instill fear (often unintentionally) in employees, resulting in serious waste and inefficiency. TQM requires tapping employee knowledge of how the organization actually operates--warts and all. Within this new paradigm, then, employees cannot be punished for bringing bad news, for identifying a problem, for admitting a mistake, or for not knowing the answer to a question.

In fact, says Tom Mosgaller, director of quality and productivity for the City of Madison, Wisconsin, when TQM was instituted within the City's bureaucracy, workers were thrilled at the notion of employee empowerment "but very skeptical of whether management would allow it to happen. That's why you need to start with the commitment of top management."

2. BREAK DOWN BARRIERS BETWEEN DEPARTMENTS. In most organizations, departments have their own goals, which often conflict with other departments. In the inevitable political mess, the customer is virtually forgotten. In an article in The Harvard Business Review, Madison's former mayor F. Joseph Sensenbrenner tells of the long, winding road he encountered in tracking down the cause of delays in the city's vehicle repair. His trek began with the mechanics; they in turn sent him to the parts manager, who sent him to the parts purchaser, and so on up to the city comptroller and city attorney.

Vehicles were bought based solely on which carried the lowest sticker price on the day of purchase. As a result, the fleet consisted of 440 different types of vehicles, creating a nightmare for mechanics in charge of maintaining the fleet. Most departments were sympathetic about the problem but powerless to do anything about it. This ridiculous situation was required by city policy. (Does our organization require purchasing on the basis of price tag alone?)

The lesson: Barriers between departments don't do any good, and they do cause loads of trouble. Instead, TQM encourages teamwork and employee empowerment. Top management must change troublesome policies which divide departments.

3. Eliminate work standards, management by objectives (MBO), and management by numerical goals. An organization is not a balance sheet; and people do not work in isolation. MBO expects workers to meet "goals" in situations where they control only their own labor, not work rules, equipment, or other resources. Dr. Deming asserts that relatively few problems are caused by individual employees; the vast majority are built into the systems of operation controlled by management. Work standards, MBO, employee reviews, and the like assume that employees are not motivated and won't work unless they are watched and measured--this is a false assumption.

Mt. Edgecumbe High School in the small rural town of Sitka, Alaska, is a leading practitioner of TM in pre-college education. Even in its academic setting, it has been able to institute the above three principles. Here, work standards are eliminated: No grades are given. Barriers between departments have been broken down: A report written for the entrepreneurship class is accepted as part of a writing assignment for the English class.

Most important, fear has been well and truly driven out: Students are invited to become part of the process. Indeed, they have the power to define and change the entire structure of the school. By using statistical techniques to examine the way in which they were being taught, students found most classroom time was spent on lecturing, even though the school promoted active learning. As a result, teachers switched their methods, and classes were rescheduled to provide more time for hands-on learning.

KEY POINT 2: LEARN TO LOOK AT YOUR ORGANIZATION AS A SERIES OF PROCESSES. STABILIZE AND IMPROVE YOUR PROCESSES CONTINUOUSLY.

Every activity that takes place in your organization is based on a process. The process may be formal, informal, or even ad hoc. Let's take an example.

The Sacred Heart League raises money to support missionary work and social services. Bob Miller, in the course of his work as manager of information systems, discovered a disturbing fact. Spending on computer ribbons, used to print direct mail appeals, had nearly tripled, to \$78,000. Instead of yelling at personnel and telling them to be more careful, Miller took a different approach. He realized that some (unknown) factors in the process were responsible for the problem. He enlisted staff to gather data to help analyze the problem and eventually uncovered an objective way to determine when a ribbon was used up and ready to be discarded. Previously, ribbons were often discarded too early to ward against criticisms of faded print.

The result of the new criteria: savings on ribbons, more consistent output quality, happier workers, happier manager, and, you guessed it, happier customers.

KEY POINT 3: COLLECT AND ANALYZE DATA TO FIND TRUE SOLUTIONS TO PREVENTABLE PROBLEMS.

Total quality management includes many specific analytical tools. Among these are: Cause and Effect Diagrams, Pereto Charts, and, most important, Control Charts. Without these tools, you are operating from guesswork rather than usable data. Many books are available on how to use these tools (see "Resources"). What it is important to understand here is that every problem is tied to a process and can be analyzed using TQM tools.

Peter Engbretson, of the Philadelphia Ranger Corps, discovered that analytical tools can be useful even in dealing with "soft" service areas which might normally be considered difficult to quantify. "When I was trying to keep count of the number of visitors, or 'contacts,' we might meet and help, the numbers that came back were so varied they didn't seem right. So I sat down with eight young people from different districts, and learned that none of them was counting in the same way."

Engbretson discovered that he was having a data collection problem. He continues: "I pulled out my Memory Jogger a tiny guide available from the quality consortium GOAL, see "Resources"!, and I showed them how I could use a flow chart to trace the process. Out of that came a very reasonable set of guidelines as to what counts as a contact. It was a revelation to them: They were amazed that things they work with on a regular basis can be charted."

This is a simple example, but a wonderful testimony to how even the "little things" can be bettered by TQM. With a solid understanding of the full complement of analytical tools (supported by the other principles of TM), serious improvement in the level of service and reduction in costs can also be achieved.

KEY POINT 4: START SMALL, AND CONTINUOUSLY WORK TO IMPROVE YOUR KNOWLEDGE SKILLS.

TQM is a profoundly different approach to management. It can't be instituted in its entirety overnight. Often, as the Philadelphia Ranger Corps has found, the temptation is to push TQM aside in favor of more pressing needs. "It should be a priority, I know that," says the Corps' Engbretson, "but as a practical matter, it's very difficult to institute, even with the appreciation that it can take years."

Since mistakes are inevitable as you learn, it is probably best to begin with administrative functions. They are the easiest parts of an organization to see as processes, to flowchart, and to analyze. Furthermore, administration affects the whole organization, and improvements there can increase the interest of other employees in TQM and what it can accomplish.

Once you make a commitment to start, however, acknowledge that a long, swooping learning curve exists, and no shortcut can eliminate that limitation. Your greatest challenge will be, as Madison's Mosgaller says, getting employees to believe you mean it when you say you want their input. Managers, too, may find it's not so easy to make the "transition from judge and surveillance officer to guide and mentor," says Mosgaller.

#### RESOURCES:

Only one book deals with the general issue of TQM for nonprofits, and it advocates a different approach from that of Dr. Deming. Quality Management in the Nonprofit World by Larry W. Kennedy (Jossey-Bass Publishers, 1991; available through the Society's Resource Center Catalog, beginning on page 38) instead promotes the ideas of Philip B. Crosby, whose Quality Is Free advocates the concept of "zero defects." In another non-Deming touch, Kennedys book stays away from the application of statistical tools--not necessarily a bad thing for numbers-shy beginners!

Kennedy writes in clear and concise fashion, and his many analogies will

assist readers in fine-tuning their definition of "customer" and in locating processes within their organizations. Most important, however, is Kennedy's background in the nonprofit sector and his subsequent understanding of the initial resistance many nonprofits may feel toward TQM and its accompanying emphasis on learning to compete, learning to act like a business, and learning to set stringent standards.

Some resources do exist on specific components of the nonprofit sector, namely healthcare and education. According to Northwestern University's Steve Shartell, the healthcare industry has wholeheartedly pursued quality because "tremendous demands are being placed on hospitals in terms of providing great value to consumers--the clamor in the industry behooves hospitals to hold down costs while improving quality." Shartell is in the midst of a two-year study on this issue.

Those interested in learning more about TQM in healthcare may find the newsletter Briefings on CQI (Continuous Quality Improvement) interesting. Call 617-639-1872 for more information.

For those in education, Implementing Total Quality Management in Higher Education (Magna Publications, 1991, 608-246-3580) provides an excellent overview. And, the recently released Reinventing Government by David Osborne and Ted Gaebler (Addison Wesley, 1992) touches upon applications of quality management in both public education and government.

Fortunately, TQM is virtually identical whether applied to commercial firms, nonprofits, or governmental agencies. Perhaps the best introductory texts are:

The Deming Management Method by Mary Walton (Bantam Publishing, 1986)  
Dr. Deming: The American Who Taught the Japanese About Quality by Rafael Aguayo (Carol Publishing, 1990)

What Is Total Quality Control? by Kaoru Ishikawa (Prentice-Hall, Inc., 1985)

There are also two organizations which can be useful resources for information about TQM:

Philadelphia Area Council for Excellence (PACE) Philadelphia Chamber of Commerce 1234 Market Street, 18th Floor Philadelphia, PA 19107-3718 (215-972-3977)

Growth Opportunity Alliance of Greater Lawrence (GOAL) 28 Stafford Street, P.O. Box 1465 Lawrence, MA 01842 (617-685-3900)

Programs are also up and running--to different degrees--in Tennessee, Ohio, Indiana, Wisconsin, Minnesota, Arkansas, Colorado, California, and Washington. Although not all of these adhere to Deming's principles, they, and your chamber of commerce, should be good starting points.

Ray Katz has been a student, teacher, and practitioner of TQM for more than six years. He has advised both nonprofits and profit-making organizations on the application of Dr. Deming's management principles. He can be reached at 215-545-4360.

JoAnn Greco is a Philadelphia-based writer specializing in business issues, and arts and entertainment topics. In addition, she consults with nonprofits on development, publicity, and marketing matters. She can be reached at 215-545-4361.

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00118375/9  
DIALOG(R) File 256:SoftBase:Reviews,Companies&Prods.  
(c)2003 Info.Sources Inc. All rts. reserv.

00118375 DOCUMENT TYPE: Review

PRODUCT NAMES: DecisionSuite (516953)

TITLE: Smart Decision Making: OLAP software brings powerful information...  
AUTHOR: Horowitz, Alan  
SOURCE: Intelligent Enterprise, v2 n8 p59(1) Jun 1, 1999  
ISSN: 1524-3621  
HOMEPAGE: <http://www.intelligententerprise.com>

RECORD TYPE: Review  
REVIEW TYPE: Review  
GRADE: A

Information Advantage's DecisionSuite, an enterprise online analytical processing (OLAP) suite, puts current business intelligence data on users' desktops quickly. For instance, CCC Information Services uses DecisionSuite as the foundation for its Guidelines product. Guidelines, which takes information from auto body repair businesses, creates reports used by the shops to assess cost and operational performance. This helps the auto body shops meet the performance standards of insurance companies that authorize them to perform repairs. CCC chose DecisionSuite for its scalability, fast processing, and easy integration into CCC's Sun Microsystems-based operating system environment. Deployment of DecisionSuite has been relatively smooth, although customization of data output required some time and effort, and a moderate learning curve should be expected. ConAgra Frozen Foods used DecisionSuite to create a graphical representation of data in a very large database. Among data displayed, for instance, are sales of a particular item according to customer and location. About 200 employees now use the product, including marketing staff, who use it to analyze success of various promotions. DecisionSuite also gives users the data they need and reduces workload for management information systems departments. Users can create reports themselves without MIS assistance, and can get the information they need much more quickly.

COMPANY NAME: Computer Associates International Inc (081957)  
DESCRIPTORS: Data Mining; Decision Support Systems; Information Retrieval;  
Sales Analysis; Sun  
REVISION DATE: 20010930

00265438/9  
DIALOG(R) File 15:ABI/Inform(R)  
(c) 2003 ProQuest Info&Learning. All rts. reserv.

00265438 85-05871  
An Operational Research Approach to Planned Maintenance: Modelling P.M. for  
a Vehicle Fleet  
Christer, A. H.; Waller, W. M.  
Journal of the Operational Research Society v35n11 PP: 967-984 Nov 1984  
CODEN: OPRQAK ISSN: 0160-5682 JRNL CODE: OQT  
DOC TYPE: Journal article LANGUAGE: English LENGTH: 18 Pages  
SPECIAL FEATURE: Graphs Appendix Equations References

ABSTRACT: An investigation was made of the effectiveness of a system of planned preventive maintenance (PM) for a vehicle fleet. PM is considered very difficult to cost-justify and to model. Data were collected by specially designed questionnaires for scheduled or unscheduled service intervention. The subjects of the survey were 4 tractor units over a 2-year time frame in which 286 faults were classified and examined. A combination of snap-shot modeling and delay-time analysis was used to develop a fleet model relating the PM period to measurements of ratios of breakdown repairs and cost per vehicle year. Three areas were reviewed: 1. omission of desirable items from the PM schedule, 2. presence of redundant items in the PM schedule, and 3. the appropriateness of different frequencies of application of the PM schedule.

DESCRIPTORS: Planning; Preventive maintenance; Operations research; Models;  
Motor vehicle fleets

CLASSIFICATION CODES: 2600 (CN=Management science/Operations research);  
9130 (CN=Experimental/Theoretical)

02186576/9

DIALOG(R) File 2:INSPEC

(c) 2003 Institution of Electrical Engineers. All rts. reserv.

02186576 INSPEC Abstract Number: C84007437

Title: Maintenance, schedule reliability and transit system performance

Author(s): Guenther, R.P.; Sinha, K.C.

Author Affiliation: Dept. of Civil Engng., Marquette Univ., Milwaukee, WI, USA

Journal: Transportation Research, Part A (General) vol.17A, no.5 p. 355-62

Publication Date: Sept. 1983 Country of Publication: UK

CODEN: TRAGDB ISSN: 0191-2607

U.S. Copyright Clearance Center Code: 0191-2607/83\$3.00+.00

Language: English Document Type: Journal Paper (JP)

Treatment: Theoretical (T)

Abstract: Bus transit vehicle maintenance policy is an often overlooked factor which can have an important effect upon system performance. While no analytic tool is currently available, three previously developed models provide the necessary links required to build a single package to evaluate the relation between the system operating performance and maintenance policy. These include a maintenance model, a reliability model, and a performance evaluation model. The maintenance model provides the level of dependability as a function of the number of spare buses and the number of mechanics. The dependability indicates the probability of a schedule failure due to maintenance problems. The reliability model uses the dependability value to determine average passenger waiting times, on the theory that undependable service will cause long waiting times. The performance evaluation model quantifies the effect of waiting times on ridership and examines the overall system performance. The paper provides a procedure to link these three models, and presents a case study example for Lafayette, Indiana. (5 Refs)

Subfile: C

Descriptors: maintenance engineering; reliability; transportation

Identifiers: bus transit system; schedule reliability; transit system performance; maintenance model; reliability model; performance evaluation model; Lafayette; Indiana

Class Codes: C1290H (Transportation)

00080545/9  
DIALOG(R) File 256:SoftBase:Reviews,Companies&Prods.  
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00080545            DOCUMENT TYPE:   Review

PRODUCT NAMES:   CompuServe   (493023); Advantis' IGN Firewall Services  
(544825); CA-Clipper   (018678)

TITLE:   Vehicle tracking system keeps automotive inventories rolling  
AUTHOR:   Jesitus, John  
SOURCE:   Automatic ID News,        v11 n6   p20(2) Jun 1995  
ISSN: 0890-9760  
HOMEPAGE:   <http://www.AutoIDNews.com>

RECORD TYPE:   Review  
REVIEW TYPE:   Product Analysis  
GRADE:   Product Analysis, No Rating

A transportation and freight management firm specializing in automobile stevedoring stays competitive and provides better customer service using a barcode vehicle tracking system created with the Clipper programming language; the system ensures easy vehicle location identification at any time. Bills of lading are received via electronic data interchange (EDI) transmission on CompuServe or the Advantis network. The shipment origin, related shipping records, vehicle identification numbers, models, colors, and trim information are downloaded to handheld computers linked via a NetWare 3.11 DOS network. Arriving shipments are verified with a handheld laser scanner. After scanning, data is uploaded to a central computer. Barcodes are then printed and placed on the cars. The system also provides accounting control functions, including documentation of car maintenance and the number of employee hours used.

COMPANY NAME:   CompuServe Interactive Services   (016969); IBM Corp  
                  (351245); Computer Associates International Inc   (081957)  
SPECIAL FEATURE:   Charts Photographs Tables  
DESCRIPTORS:   AutoID; Clipper; Database Management; EDI (Electronic Data  
                  Interchange); Freight Handling; Program Development; Shipping; Vehicle  
                  Maintenance  
REVISION DATE:   20021030

2406798/9

DIALOG(R) File 9:Business & Industry(R)  
(c) 2003 Resp. DB Svcs. All rts. reserv.

2406798 Supplier Number: 02406798 (THIS IS THE FULLTEXT)  
Motor insurance claims: Shorter waiting time soon  
(Motordata Research Consortium introduces database service in Malaysia;  
service aims to reduce standardised car repair time to 24 hr and confine  
entire administrative process to around 1 wk)  
Business Times (Malaysia), p n/a  
March 13, 1999  
DOCUMENT TYPE: Journal (Malaysia)  
LANGUAGE: English RECORD TYPE: Fulltext  
WORD COUNT: 390

TEXT:

MOTOR insurance claimants can expect shorter waiting time for accident repairs on cars when a database to streamline inventories of parts, prices and repair times is established by the middle of this year.

The service will be provided by Motordata Research Consortium Sdn Bhd (MRC). The consortium comprises PNBIT Technologies Sdn Bhd, Maphilindo Brocklebursts International Sdn Bhd and Pac-Auto Marketing Sdn Bhd.

Its chairman, Datuk Mohd Hilmey Mohd Taib, yesterday said the whole process in motor insurance claims relies heavily on the repair times which usually takes at least two to three weeks in the existing procedure.

"With this new database system introduced we hope to reduce it to a standardised repair time of just 24 hours depending on the models, and the whole process would last for about a week," he said after the signing ceremony between MRC and the Motor Repair Research Centre (Thatcham) of UK. Thatcham is a non-profit organisation sponsored by the Association of British Insurers.

In the agreement MRC obligates itself to adopt the quality assurance practices of Thatcham in which the latter will assist the consortium in localising the parts and repair time database.

This project will increase the level of professionalism, efficiency, and objectivity in motor repair estimation and claims management, he said.

This standard parts database, Hilmey said, will initially include the national cars and selected locally-assembled cars comprising some 65 per cent of vehicles on the road in Malaysia.

Initially repair times will be based on a composite available from Thatcham, he said. Later the parts database will be expanded to include all major makes and models of cars available in Malaysia, and the repair times will be made specific to each vehicle model.

Insurers, repairers and loss adjusters who adopt the new standards-based approach to estimating and claims management, he said, will be rewarded in a competitive marketplace.

He added that parts manufacturers will obtain a new way to inform workshops of their pricing. The motoring public will also benefit as the time required for approval of estimates will be substantially reduced.

Helmi said that the database will not be made mandatory for insurance companies involved in motor insurance but he encourages the companies to take part so that the service price will be more competitive and affordable to the market.

East

L Number	Hits	Search Text	DB	Time stamp
1	812	(vehicle\$1 or automobile\$1 or car or cars or truck\$1) SAME (collision\$1 or repair\$1) SAME (delay\$3 or backlog\$4 or tardy or tardiness)	USPAT; US-PGPUB; EPO; JPO; DERWENT; IBM_TDB	2003/04/17 19:10
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### **BASF** honors "VisionPlus" winner


*Automotive Body Repair News*; Radnor; Jan 1999; [Mark Kolsky](#);

Volume: 38  
Issue: 1  
Start Page: 20  
ISSN: 01920995

#### Full Text:

Copyright CHILTON COMPANY Jan 1999

DALLAS-In 1998,  **BASF** offered its customers an opportunity to enter its "VisionPlus Extreme Mustang Giveaway." The contest was open to anyone who attended one of the company's 72 VisionPlus events, including professional business management seminars and Clear-Thinking conferences.

The winner was Blaine Fraser, technical sales representative with Carlson Body Shop Supply Ltd. in Edmonton, Alberta, Canada. Fraser was notified prior to attending NACE that he was the winner of a custom-painted 1998 Ford Mustang convertible.  **BASF** group vice president Albert Winterman presented Fraser with the keys to the Mustang. +

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2/9/4 (Item 2 from file: 262)  
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05428621 (THIS IS THE FULLTEXT)  
Follow through marketing: deliver on your promise  
Bodyshop v.32(4) Je'02 pg 12-14+ (020600)  
WORD COUNT: 1926 RECORD TYPE: Fulltext

If you think marketing is synonymous with advertising, then you're sadly mistaken. Advertising is the process of creating witty, promising creative material that will draw consumers through the door. Marketing is the process of following through on your promise -- and profiting in the process. Fail to follow through on your customer's expectation... and you're back to square one.

[Graph Not Transcribed]

At the recently held Automotive Insurers and Manufacturers Forum (AIM), Sam Malatesta, cofounder and vice president marketing and insurance relations at CARSTAR Canada, outlined an irreverent definition of ``marketing''.

[Graph Not Transcribed]  
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[Graph Not Transcribed] True marketing requires the anticipation of consumer needs,' he said,  
``the initiative to promise and deliver results, the measuring of those results and the ability to profit from the process.''

Marketing efforts are not successful, he remarked, unless all of these criteria are met.

In other words, think of marketing as not just advertising but as an enterprise-wide effort to ensure customer satisfaction. Shops that are aware of these principles are already benefiting from the practise. For others -- shops that offer consumers a promise without true follow-through -- there is much work to be done.

But if you are not sure how to proceed -- how to truly guarantee that each part of your business fulfills its promise, there are a variety of resources available to help teach your shop the fundamentals.

The competitive paint marketplace has mandated that refinish companies offer resources to help their shop customers maintain strong businesses. Each paint company offers their own specialized program to help collision repairers improve their processes, build up their respectability and ensure that their customers will leave the shop more than just a happy consumer -- but as a promotor, as a fan and as a friend.

#### AKZO NOBEL'S ACOAT SELECTED

Akzo Nobel Car Refinishes marketing manager Rejean Marchand is the first to insist that the company's Acoat Selected program is not a marketing tool. He says the program teaches its members to improve their processes and profitability in order to provide better customer service and fulfill its true potential.

``The objective of Acoat Selected has always been to help achieve the next level of business know-how,' Marchand remarks. ``We teach employees and managers how to manage a business, not just run a bodyshop.''

Acoat members are charged an annual fee and must take at least one learning

module -- or a consulting visit from a business development manager who personally helps shops implement particular programs or systems.

The paint program promotes a systematic management style in which every process is reduced to step-by-step systems -- manageable by any employee of the shop. ``It's imperative for a business to be run by a system, not a person,' ' Marchand insists. ``A business run by a system can withstand the loss of key personnel. But if the system is a person, then you can be in big trouble if that person is away from the shop.' '

Acoat proposes that each aspect of a shop's productivity must be examined and measured on its own. Sometimes, Marchand says, a well-run shop can be jeopardized by one malfunctioning process. ``Sometimes, the production alone is good but the scheduling is not being optimized. That alone can create a bottleneck. Acoat Selected helps shops look at every component of their productivity.' '

There are roughly 80 Acoat Selected shops in Canada, a number Marchand expects to rise very soon. The program has initiated a new education offering for Canada, and its recent switch to an a la carte offering -- where shops can choose the components they want -- is expected to make it easier to learn from Acoat's course material.

``Our latest program, Collision Administration Processes, features twenty modules that begin at the greeting and reception and take you all the way through to delivery, insurance contact and more,' ' says Marchand.  
SHERWIN WILLIAMS A-PLUS

Sherwin William's A-Plus program prescribes collision centres set manageable and significant goals, establish and execute a game plan, and measure the results within a set period of time.

According to Sherwin Williams business development manager Brian Busby, this simple sounding process has resulted in an array of success stories that can be read online at [www.sherwin-williams.com](http://www.sherwin-williams.com).

Naturally, there is more to the process than these simple three steps. Busby says shops that qualify to join A-Plus meet with a program representative who sifts through every part of the business to measure results and set goals.

``We go through everything from marketing, CSI, cycle time, gross profit models, tracking sheets, everything and anything to establish and fix cycle times,' ' he says. ``It's an intense amount of information that we learn about the shop and a huge amount of knowledge that we teach along the way.' '

Members of the program receive profitability software featuring training and marketing materials as well as the components of a CSI program.

Shops though are not just left with a handful of materials. ``Our representatives help shops to implement systematic measures to help improve their business.' '

Busby believes that shops must follow-through on the high standards it communicates through its advertising, and notes A-Plus offers business marketing courses that teach how to effectively brand both to consumers and insurance companies. ``We train shops on how to bring in new customers and turn them into repeat sales,' ' he maintains. ``We also teach them how to effectively communicate and report to insurers.' '

A-Plus does not, however, let all shops join its program. Busby says qualified repairers must have existing high service levels, a good appearance and layout, a four-point anchoring system, a downdraft air

booth and other amenities indicating a commitment to quality.

``We're looking for shops who are going to go into the future and grow with us,'' he says. ``Paint companies have a wealth of knowledge and we're utilizing the business acumen from across North America in order to improve the prospects for collision repairers.''  
PPG'S MVP

Charlie Bathurst says the average MVP shop manager has their eyes clearly focused on growing. ``They want to grow their business, they understand that this industry is constantly changing and that they need to stay on top of things,'' the PPG MVP district manager says. ``The average MVP shop size is a million plus, but that is due to a number of top end shops that bring up the average.''

[Graph Not Transcribed]

Still, while there are wide variety of shop sizes in the program, MVP's Gross Dollars per Productive Employee Clock Hour provides a common measurement tool which all members may gauge their performance.

Bathurst says the trend is clear: Most shops that enter the added value paint programs find results.

The MVP program is composed of a benchmarking report that looks at categories such as production, management, marketing, administration and personnel. Educational offerings include courses on job costing, front office procedures, production management, pay plans, sales and estimating, cycle time, and estimate plus -- the advanced estimating course.

``We firmly believe that shop owners need to understand all of their business numbers,'' he says. ``Most shop owners don't have good financial training, they're often at the mercy of their local accountants who don't understand the bodyshop business. Often, new MVP members think they are making money; our job is to help them find out for sure, and if they are not, to get them back on track before it's too late.''

He says MVP looks at the collision centre's 4 profit areas: labour, parts, materials and sublet, as well as other soft issues that don't necessarily show up on the balance sheet. ``Through the report card and examining the benchmarks, we can create an action plan,'' he says. ``We believe in focusing on shop actions, one step at a time.''

[Graph Not Transcribed]

He says a highlight of the program is a roundtable featuring collision repairers from across the country who provide one another with advice, tips and ideas to grow and maintain their business. ``It's a great opportunity for managers to learn from one another and compare notes from the field.''

The program counts 6000 members worldwide. ``Our ultimate goal is to get shops excited about the vast potential opportunities out there,'' he says. ``Our members rave about how we've made them more profitable.''

\*BASF\*'S \*VISIONPLUS\*

\*BASF\*'s \*VisionPLUS\* has taken steps to become the internet-based paint program alternative.

Bob Roewer, ebusiness project manager, and Chuck Kelly, special projects manager, note the entire breadth of \*VisionPLUS\*'s tools are being placed on the program's internet hub.

``\*VisionPLUS\* began as an offline program with a number of marketing materials and profitability tools that would help shops improve their relations with insurers and customers,' ' says Roewer. ``Today, the main emphasis of \*VisionPLUS\* is the online componentThe seven modules of \*VisionPLUS\*'s online and offline offerings include a benchmarking process to establish a shop financial profile, a management checklist featuring profitability tools, a monthly charting component to establish where the shop measures next to industry standards, specialized paint department tools to improve material efficiencies, facility design assistance including shop layout examples and daily return on operations charting tools.

Kelly is most enthused with the online floor plan tool, which features over twenty different layout ideas for shops ranging 7000 to 30000 feet.

Roewer says the site features assumption tools for shop owners to consider major purchases and planning options. ``The `what-if' scenario offers online answers to what'll happen to a shop's gross profits if it makes any number of changes to the business.' '

The site also allows shop managers to log in at the end of each day and chart the progress of all jobs. This functionality results in a day-to-day log of shop efficiencies and bottlenecks. ``The site offers real time measuring of the data. Some trends emerge that managers would never have imagined.

``The information we help gather is the type of intelligence a busy shop will often overlook,' ' he adds.

For instance, shops may find that 80% of their bottlenecks result from a wait for parts from one manufacturer. Or discover that one insurer's appraisers are slowing down the process. One repairer found a significant portion of a slowdown occurred at the frame machine -- a clear indication better training was needed for that particular equipment.

#### TAKE ADVANTAGE NOW

Roewer says collision repairers spend so much time engrossed in getting their daily work done, that they have little or no time to spare to step back and truly analyze the process. ``It's tough. When the rush is on, shops can think of nothing else but moving cars through the bays as quickly as possible,' ' he notes. ``The irony, of course, is that a busy shop is the best environment to measure and fix productivity.' '

In other words, managers, technicians and owners have to take a deep breath, and start using some of the many resources available to help build their business.

``We've got the tools that can help them to measure and improve their prospects quicker, easier and more efficiently,' ' Roewer adds.

And the same could be said about all of the paint company programs. And in a competitive environment where business acumen is often learned the hard way, where competition is so rampant that a dissatisfied customer is likely lost for good... the collision repair industry is well-advised to take advantage of the paint company programs' collective offerings.

``We teach employees and managers how to manage a business, not just run a bodyshop.' '

``It's tough. When the rush is on, shops can think of nothing else but moving cars through the bays as quickly as possible.' '

DESCRIPTORS: Auto repair shops - Marketing; Auto repair shops - Management

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05428632 (THIS IS THE FULLTEXT)  
Quick bits... from Bodyshopbiz.com  
Bodyshop v.32(4) Je'02 pg 38 (020600)  
WORD COUNT: 751 RECORD TYPE: Fulltext

Bodyshop Magazine is sporting a brand new website which is updated daily with the latest news from the collision repair industry. This new department lists some of the stories you could be reading daily on the site. Check out the quick bits... and log on to [www.bodyshopbiz.com](http://www.bodyshopbiz.com) to get the full scoop:

#### PPG CANADA PARTNERS WITH MOHAWK COMMUNITY COLLEGE

The Automotive Refinish Group of PPG Canada, Inc. has announced a partnership with Mohawk Community College, Motive Power Division, in Stoney Creek, Ontario. PPG, the world's largest manufacturer of automotive coatings, has provided the auto body facility of the college with the latest high-tech equipment, paint systems and supplies to provide students the tools they need to learn their craft in a real-world environment. PPG has donated a complete inventory of their Global Refinish System products, their top-of-the-line product system, because of its simplicity of use and application. They have also provided a state-of-the-art computerized paint mixing system, the PPG Touch-Mix system and the PPG Access Color formula retrieval system, which provides color formula retrieval, paint formulations by the ounce, job costing, inventory control, product bulletins, material safety data sheets and more.

Log on to [www.bodyshopbiz.com](http://www.bodyshopbiz.com) for the rest of the story.

#### NAGS RE-PRICES CANADA

National Auto Glass Specifications (NAGS), a division of Mitchell International(tm) in San Diego, California, announced today the upcoming release of a revised Canadian pricing update. The changes now being introduced to the NAGS Canadian Benchmark Calculator(tm), a pricing guide for automotive glass replacement, represent a significant improvement that will more clearly reflect actual Canadian aftermarket acquisition costs. This pricing update will have a publish date of September 2, 2002.

To facilitate the adoption of this new Benchmark and allow ample time for comparative analysis to the current pricing, the September Calculator will be made available in June.

This action is being taken by NAGS as part of an ongoing process begun in January of 1999 to more accurately reflect Canadian market conditions. Other changes so far have included standardization of labor times across the NAGS and Mitchell databases. Mitchell International is the source for the most comprehensive, accurate database of information used by the collision repair industry.

Log on to [www.bodyshopbiz.com](http://www.bodyshopbiz.com) for the rest of the story.

#### DUPONT CANADA JOINS I-CAR INDUSTRY TRAINING ALLIANCE

I-CAR has announced that DuPont Automotive Finishes Canada has joined the Industry Training Alliance program. Formed by I-CAR in 2000, the Alliance brings together technical training providers to optimize the training efforts of the collision repair industry.

National training manager John Miller of DuPont Canada says, ``DuPont Canada became involved with the Industry Training Alliance because it was the right thing for the students. The Alliance helps students get acknowledgement for the training that they have invested in.'' Miller futher comments, ``There is also the added issue of training overlap. Students were taking a number of different courses that had the same content. The Alliance gives credibility to the approved training programs.''

Log on to [www.bodyshopbiz.com](http://www.bodyshopbiz.com) for the rest of the story.

#### NEW SEMINAR ADDED TO \*VISIONPLUS\* UNIVERSITY

``Achieving Complete Customer Satisfaction'' is the newest program in the successful series of Professional Business Management seminars offered by \*BASF\*'s Automotive Refinish business. The series of half-day seminars is a major component of \*VisionPLUS\* University, \*BASF\*'s unique set of value-added instructional programs and business tools for the collision repair industry. \*VisionPLUS\* University also includes two Interactive Distributor Workshops, three Interactive Collision Center Workshops, \*VisionPLUS\* OnLine business analysis and a comprehensive technical training program.

``This `university' concept is an innovative one,'' said Guy Bargnes, Director, Marketing, \*BASF\* Automotive Refinish. ``Of the many seminars and courses on the market, \*BASF\*'s program is unique in that its workshops and training courses, as well as \*VisionPLUS\* OnLine, are integrated in content and approach,'' Bargnes continued. ``It's a powerful combination of information, training and advanced management tools, and all the elements are mutually supporting. We feel this is a superior and more efficient way to deliver information to key people at the shop and distributor levels than a piecemeal or a la carte approachLog on to [www.bodyshopbiz.com](http://www.bodyshopbiz.com) for the rest of the story.

#### Collision News Daily!

Bodyshopbiz.com is Canada's only collision industry publication to update its news daily - and on the web. Check us out for back issues of Bodyshop Magazine, the latest industry news, new shop products and equipment and community features like message boards, event listings and job search.

Check it out at [bodyshopbiz.com](http://bodyshopbiz.com).

DESCRIPTORS: Auto repair shops

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COMPANY PROFILES: \*BASF\* - Part 1 of 2

Main Title: AUTOMOTIVE COATINGS/SEALANTS/ADHESIVES TO 2003

Pub. Date: SEPTEMBER 1999

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Germany

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\*BASF\* Corporation

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Mount Olive, NJ 07828

973-426-2600

\*BASF\* Group is comprised of \*BASF\* AG and all companies at least  
50- percent owned by \*BASF\* AG. The Company operates in six segments:

Health

and Nutrition; Colorants and Finishing Products; Chemicals; Plastics  
and Fibers; Oil and Gas; and Other. In the US, the Company operates  
through \*BASF\* Corporation. \*BASF\* Group recorded 1998 sales of

\$30.7

billion, with sales to North American customers totaling \$6.9 billion.  
The Company employs 105,945.

\*BASF\* is active in the North American automotive coatings  
industry

through its \*BASF\* Corporation subsidiary, which had sales of \$7.1  
billion

in 1998. \*BASF\* Corporation manufactures a range of automotive  
coatings

through its Coatings and Colorants division, including original  
equipment manufacturer (OEM ) coatings, refinish coatings, plastic  
coatings and powder coatings. The Coatings and Colorants division's  
automotive activities include the operations of the Automotive OEM  
Coatings, Automotive Refinish and Industrial Coatings product groups.

\*BASF\*'s Automotive OEM Coatings group produces solvent-borne  
and

waterborne base coats, clearcoats, primers and enamels, as well as  
urethane one- and two-component coatings, electrodeposition primers and  
powder coatings for automotive manufacturers. \*BASF\* supplies

these

products in customer-specific formulations. \*BASF\* considers its

broad

automotive OEM product portfolio and worldwide representation as key  
strategic factors for the group, particularly in conducting business  
with multinational automotive manufacturers. In the US, automotive OEM  
coatings are produced at four facilities located in Belvidere,

New

Jersey; Greenville, Ohio; Morganton, North Carolina; and Detroit,  
Michigan. The Michigan plant, which produces solvent-based  
formulations, is expected to close by mid-2000.

Among the activities of the group, \*BASF\* is shifting its automotive

primers range away from solvent-borne formulations to waterborne or high solids formulations. This change is prompted by pollution-emission standards as well as the enhanced luster quality found in the newer waterborne paints. For example, the company's AQUADUCT waterborne conductive primer was developed for sheet molding compounds and other plastic substrates used for automotive components. The primer reduces volatile organic compound (VOC) emissions while maintaining the coating's appearance and other performance properties.

\*BASF\*'s Automotive Refinish group produces base coats, clearcoats,

hardeners and primer surfacers through the LIMCO, R-M and GLASURIT lines. The group markets its automotive refinish products primarily to body shops, auto dealerships and large fleet operators. In addition to coatings, the company offers SMARTSCAN and COLOR-MAX tools designed for precise color matching, and the \*VISIONPLUS\* program that

includes

facility analysis, layout and process management, professional business management seminars and warranty programs. Training seminars are also provided at several company-owned centers located throughout the US.

The LIMCO line consists of single-stage and multi-stage paint systems. The single-stage paint system, LIMCO 1-2-3, incorporates alkyd enamel, acrylic enamel and urethane coatings. LIMCO 1-2-3 features cost efficient quality finishes. The multi-stage paint system, LIMCO Supreme, is acrylic-based.

The R-M line includes a wide range of automotive refinishing products such as basecoats, clearcoat hardeners and primer surfacers. R-M basecoats are distributed under the UNO HD and ONYX HD brand names. UNO HD is a high-solid line of products and features a pigment concentration of 25 to 30 percent. The UNO HD line is composed of 29 tinting bases, one hardener and three thinners. The ONYX HD line is a water-based paint that reduces solvent emissions by up to 80 percent. ONYX HD features a rapid drying time that is designed to be identical to, or better than, a traditional lacquer.

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**VisionPLUS Online** enables you to use the full power of the Internet to improve your business, providing you with an array of financial, productivity and profitability analysis tools, all accessed via the Web.

Using your own shop data, it generates custom evaluations, Key Performance Indicators (KPI), Best Practices recommendations, and much more.

#### **VPOL Will Improve Your Bottom Line**

With **VisionPLUS Online** you can identify untapped profit potential and recommend improvements in your current operation. It will show you what to expect from changes you consider. And it will report on your progress.

#### **VPOL is Unique**

There's nothing else like **VisionPLUS Online**. In fact, it's such a novel concept, it's patent-pending.

Unlike existing "shop management" software, it's not just another accounting, scheduling or inventory program. **VisionPLUS Online** is a comprehensive business-analysis toolset, covering financials, margins, process management, facility planning, staffing, marketing, pay plans and more. It's Web-based, interactive and totally customized to your business.

**VisionPLUS Online** was created by BASF specifically for collision repair shops - it's not simply a modified general business program.

Working closely with collision repair professionals, BASF spent over two years compiling and developing the analytical tools, solutions and Best Practices required to help shops improve sales, productivity, and profitability.

#### **VPOL is Easy to Use**

Instead of spending time learning to use **VisionPLUS Online**, you'll be off and running - on your way to improving your business.

Easy-to-understand forms combined with point-and-click simplicity enable maximum

Visit [VisionPLUS Online](#)

**VisionPLUS Online Demo**

(Demo requires Flash. [Download Flash.](#))

[Contact BASF.](#)

## **VPOL Key Features**

#### *FirstStep Profile*

Enter a few facts and get an immediate, one-page "snap shot" of your business financials, including comparisons to industry standards. You'll get a graphic profile of your business priorities, and access to industry Best Practices. Identify early-win opportunities and start improving your business immediately.

#### *Management Checklists*

Use the Management Checklists to analyze your shop from eleven critical points of perspective, giving you a 360° view of your business:

1. Financial Terms
2. Financial Performance
3. Sales & Marketing
4. Customer Satisfaction
5. Insurance & Cycle Times
6. Administration - General
7. Administration - Parts
8. Production - General
9. Production - Refinish
10. Facility: Plans & Analysis
11. Personnel including Pay Plans

The Management Checklists provide nearly 200 specific forms, worksheets, floor plans, pay plans and more, enabling you to create a customized operations methodology.

#### *Monthly Reports*

Enter your monthly financial data - sales, gross profit, hours sold, and hours worked - and get instant Monthly Reports reflecting Key Performance Indicators. Compare your progress to industry averages as well as your own previous performance.

#### *Cycle Time Analysis*

productivity.

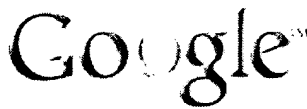
**VisionPLUS Online** also employs logical organization, color-coding and clear labeling to ensure that you always know just where you are and where you're going.

**VPOL is Totally Secure**

Naturally, **VisionPLUS Online** is password-protected. We also use state-of-the-art firewall technology and 128-bit encryption to make sure that no one gets unauthorized access to your personal and business information.

The Cycle Time Analysis and Reduction Program (CTARP) includes daily tracking of each vehicle in the shop with color-coded process-delay indicators. At the end of every business day, simply point-and-click to find out not only which vehicles are delayed, but why -- whether due to parts, insurance issues, or an inherent shop process problem. Such specific bottleneck identification is an extremely powerful tool, allowing you to correct problems and speed up cycle times in ways that were never before possible.

Find out how VisionPLUS Online can make your shop more efficient, more competitive and more profitable. Send an email to [deasonb@basf-corp](mailto:deasonb@basf-corp) or call 800-825-3000 and select **Option 2**.

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Online (VPOL), an online "shop management toolbox" developed by **BASF**. ...

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® Professional Business Management Seminars from **BASF**. Northeast/Midwest. ...

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... Monday October 28 **BASF** Enhances **VisionPLUS** OnLine Facility-Layout Services.

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### **GM Goodwrench Parts**

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has grown in the last several years and has added more features. ...

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### **A Fresh Coat**

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revised and updated technical training for Glasurit and RM technicians. ...

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... According to Marketing Director, Guy Bargnes, "As we were developing **BASF's VisionPLUS®** OnLine business analysis Website, we realized we were only one small ...

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